



**MICHIGAN DEPARTMENT
OF
COMMUNITY HEALTH**

OFFICE OF RECIPIENT RIGHTS

John T. Sanford III, Director

**Annual Report
FY 2002/2003**

**“A right is not what someone gives,
its what no one can take from you.”**

Ramsey Clark, US Attorney General, 1961-1968

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Mission Statement

The Office of Recipient Rights was established in 1974 to protect the rights granted to recipients of Mental Health Services in the State of Michigan. It is our mandate to assure that providers of mental health services maintain a rights system consistent with the standards established by the Michigan Mental Health Code, P.A. 258 of 1974, as amended.

INTRODUCTION

The Department

The Michigan Mental Health Code, PA 258 of 1974, established the Michigan Department of Community Health Office of Recipient Rights (DCH-ORR), its functions and its responsibilities. The primary mandates of the office are to provide direct rights protection and advocacy services to individuals admitted to state psychiatric hospitals and centers for developmental disabilities and to assess and monitor the quality and effectiveness of the rights protection systems in community mental health service programs and licensed private psychiatric hospitals/units.

In order to fulfill the statutory mandates, DCH-ORR is organized into three distinct units: the Field Unit, the Training Unit and the Community Rights Unit (See Organizational Chart). This report will summarize the activity in each of these units for FY 2002/20003 as well as discuss any patterns and trends in rights protection in the state of Michigan identified for this period of time.

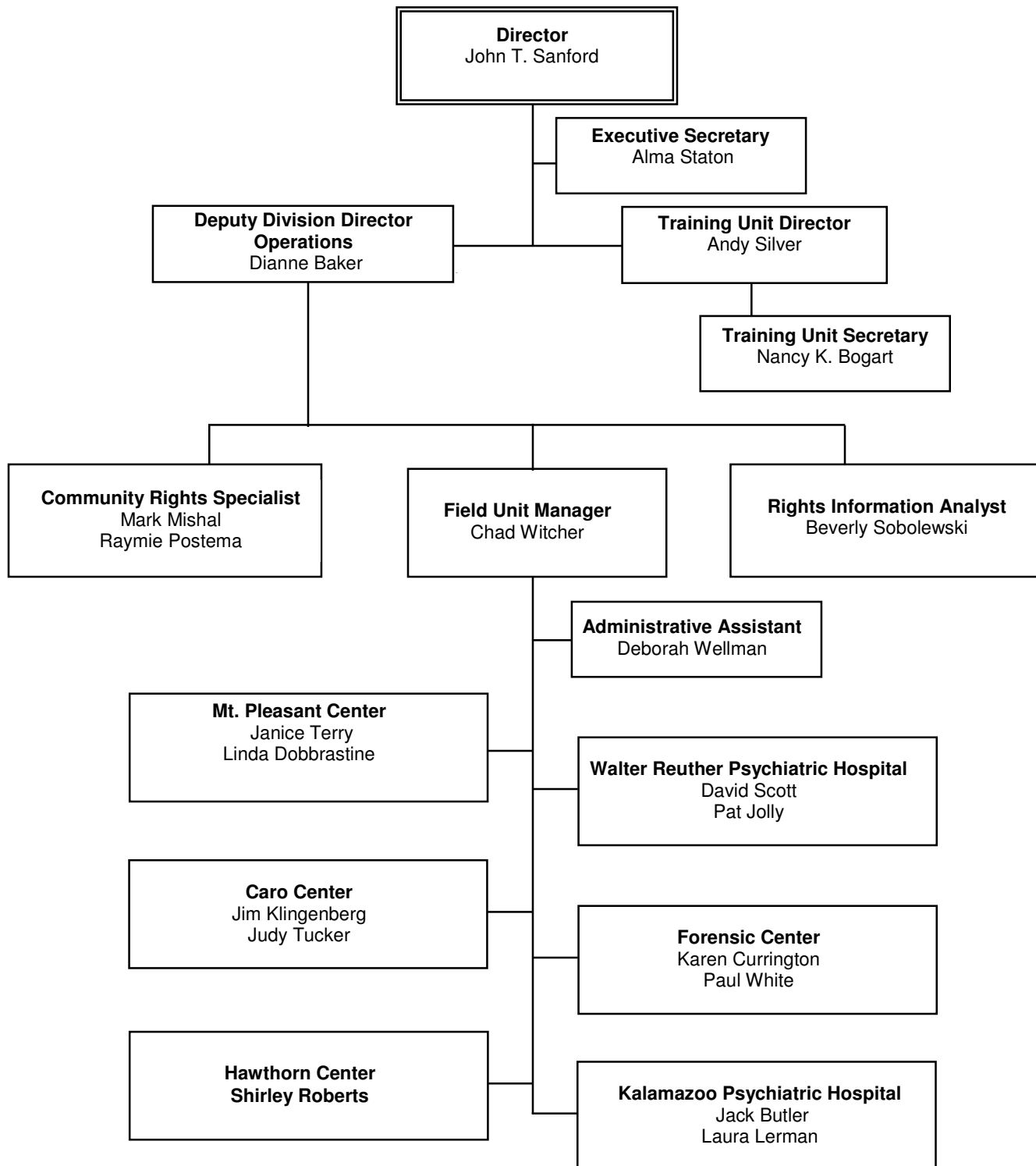
The Annual Report

This Annual Report reflects the requirements outlined in section 330.1756. "The state office of recipient rights shall submit to the director of the department and to the committees and subcommittees of the legislature with legislative oversight of mental health matters, for availability to the public, an annual report on the current status of recipient rights for the state. The report shall be submitted not later than March 31 of each year for the preceding fiscal year. The annual report shall include, at a minimum, all of the following:

- (i) Summary data by type or category regarding the rights of recipients receiving services from the department including the number of complaints received by state facility and other state-operated placement agency, the number of reports filed, and the number of reports investigated
- (ii) The number of substantiated rights violations in each state facility by category
- (iii) The remedial actions taken on substantiated rights violations in each state facility by category
- (iv) Training received by staff of the state office of recipient rights
- (v) Training provided by the state office of recipient rights to staff of contract providers
- (vi) Outcomes of assessments of the recipient rights system of each community mental health services program
- (vii) Identification of patterns and trends in rights protection in the public mental health system in this state
- (viii) Review of budgetary issues including staffing and financial resources.
- (ix) Summary of the results of any consumer satisfaction surveys conducted.
- (x) Recommendations to the department."

Michigan Department of Community Health

OFFICE OF RECIPIENT RIGHTS



PART I - FIELD UNIT

Background

During FY 2002/03 ORR had field offices providing rights protection services to each of the seven state hospitals and centers: Caro Center, Hawthorn Center, Mt. Pleasant Center, Kalamazoo Psychiatric Hospital, Northville Psychiatric Hospital, Walter Reuther Psychiatric Hospital, and the Center for Forensic Psychiatry. As of September 30, 2002, the Field Unit consisted of a Unit Manager, one Administrative Assistant, and eleven Rights Advisors.

Complaint Activity

The following terms are used throughout the remainder of this report:

Allegation An assertion of fact made by an individual that has not yet been proved or supported with evidence.

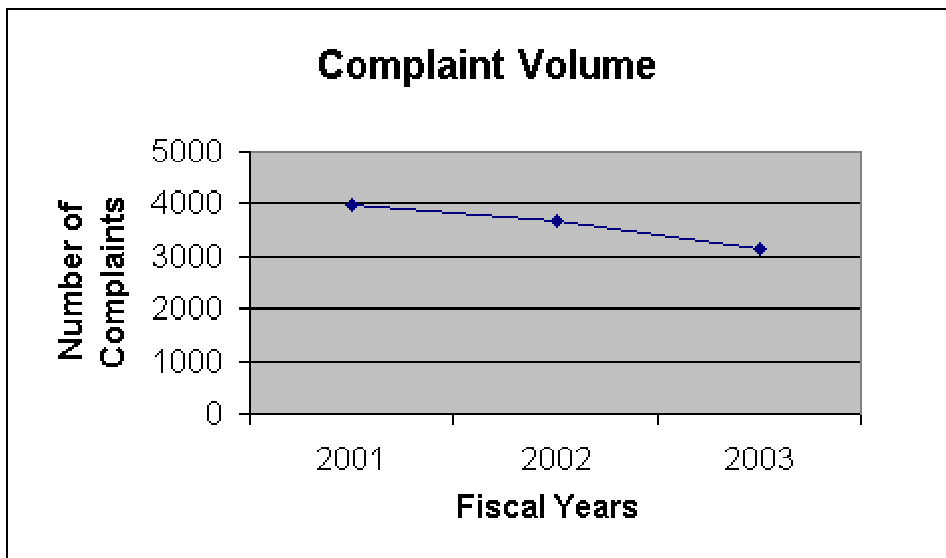
Investigation A detailed inquiry into and a systematic examination of an allegation raised in a rights complaint and reported in accordance with Chapter 7A (must be conducted on allegations of abuse, neglect, serious injury or death when reasonable suspicion exists that a rights violation may have occurred), and may be conducted on other allegations at the discretion of the rights officer/advisor.

Intervention To act on behalf of a recipient to resolve a complaint alleging a violation of a code protected right when the facts are clear and the remedy, if applicable, is clear, easily obtainable and does not involve statutorily required disciplinary action.

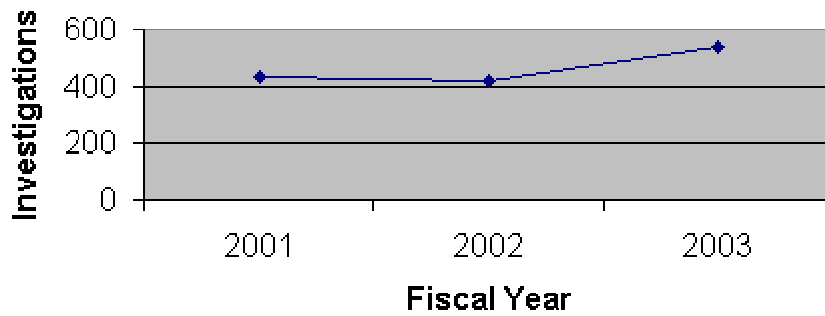
Substantiation A determination that a right was violated, utilizing a preponderance of evidence standard (evidence which is of greater weight or more convincing than the evidence offered in opposition to it) as proof.

No Right Involved A complaint which has been reviewed but which does not meet criteria for investigation or intervention and does not involve an allegation or violation of a code protected right.

The following graphs depict a comparative analysis of complaint activity over 3 fiscal years. Note that despite a decrease in the overall number of complaints filed, the relative percentage of cases investigated and substantiated increased.

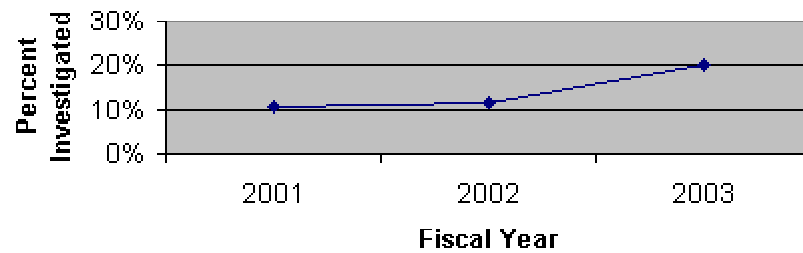


Total Investigated



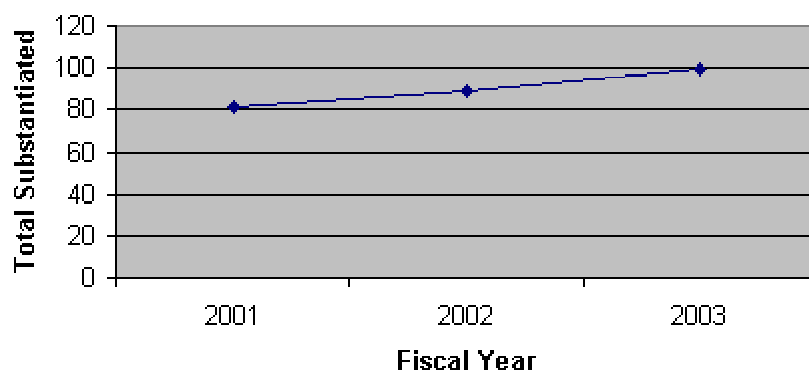
FY	<u>Investigated</u>
2001	432
2002	420
2003	539

Percent Investigated



FY	<u>% Investigated</u>
2001	10.88
2002	11.47
2003	20.00

Substantiated Investigations



FY	<u>Investigations Substantiated</u>
2001	81
2002	89
2003	99

Complaints reported in state facilities were resolved through intervention in 80% of cases (2207) and through investigation in the remaining 20% of cases (539). Data analysis reveals an increase in use of the investigation process from 14% in FY 2001/2002 to 20% in FY 2002/2003. Following is the ORR aggregate complaint data for fiscal years FY 2002/2003 for the seven state facilities. (Complete data for FY2002/20003 is found in Attachment D)

All Facilities

1. Freedom from Abuse

Code	Category	Received	Investigation	Intervention	Substantiated
7221	Abuse Class I	3	3		1
7222	Abuse Class II	190	190		18
7223	Abuse Class III	105	105		11
7224	Sexual Abuse	32	32		0

2. Freedom from Neglect

Code	Category	Received	Investigation	Intervention	Substantiated
7225	Neglect Class I	6	6		3
7226	Neglect Class II	10	10		5
7227	Neglect Class III	36	36		25

3. Rights Protection System

Code	Category	Received	Investigation	Intervention	Substantiated
7760	Access to Rights System	8	0	8	0
7545	Retaliation/Harassment	7	6	1	0
7060	Notice/Explanation of Rights	1	0	1	0
7780	Complaint Investigation Process	2	0	2	0
7840	Appeal Process	0			
7880	Mediation	0			
7520	Failure to Report	1	1	0	1
0772	Other (Describe)	1	0	1	0

4. Admission/Discharge/Second Opinion

Code	Category	Received	Investigation	Intervention	Substantiated
7050	Second Opinion - Denial of Services	0			
4090	Second Opinion - Denial of Hospitalization	0			
4980	Objection to Hospitalization (minor)	2	0	2	0
4190	Termination of Voluntary Hospitalization (adult)	2	0	2	0
4630	Independent Clinical Examination	1	0	1	0
4510	Court Hearing/Process	41	1	40	
0400	Other: (Describe)	50		50	

5. Civil Rights

Code	Category	Received	Investigation	Intervention	Substantiated
7040	Dignity & Respect	181	69	112	18
7041	Discrimination	1	1	0	0
7042	Accommodation	0			
7043	Privacy/Search	9	2	7	1
7044	Religious Practice	10	1	9	0
7045	Voting	0			
7046	Sexual Expression	0			
7047	Presumption of Competency	0			
7048	Marriage/Divorce	0			
0704	Other (Describe)	1		1	

6. Family Rights

Code	Category	Received	Investigation	Intervention	Substantiated
7111	Dignity & Respect	6	5	1	2
7112	Receipt of General Education Information	0			
7113	Opportunity to provide information	0			

7. Communication & Visits

Code	Category	Received	Investigation	Intervention	Substantiated
7261	Visitation	11	0	11	1
7262	Contact with Attorneys or others regarding legal matters	2	0	2	0
7263	Access to telephone	49	0	49	3
7264	Funds for postage, stationery, telephone usage	1	0	1	0
7265	Written and posted limitations, if established	2	0	2	0
7266	Uncensored Mail	7	0	7	0
7267	Access to entertainment materials, information, news	31	0	31	1
0726	Other: (Describe)	17	0	17	0

8. Confidentiality/Privileged Communications/Disclosure

Code	Category	Received	Investigation	Intervention	Substantiated
7481	Access to Records	11	0	11	0
7482	Copies of Records	5	0	5	0
7483	Identification	0	0	0	0
7484	Authorization to Release	3	0	3	0
7485	Withholding of Information	1	0	1	0
7486	Correction of Record	10	0	10	0
7487	Access by P & A to records	0			
7501	Privileged Communication	1	1	0	0
0748	Other: (Describe)	8	1	7	1

9. Treatment Environment

Code	Category	Received	Investigation	Intervention	Substantiated
7081	Safety	241	28	213	12
7082	Sanitary	38	0	38	8
7083	Humane	193	2	191	7
7084	Accessible	5	0	5	0
7085	Nutrition	100	1	99	2
7086	Least Restrictive Setting	15	0	15	0
0708	Other: (Describe)	38	0	38	0

10. Freedom of Movement

Code	Category	Received	Investigation	Intervention	Substantiated
7400	Restraint	2	1	1	0
7420	Seclusion	5	2	3	2
7441	Building and grounds Access	91	1	90	1
7442	Limitations	67	1	66	1
0744	Other: (describe)	24		24	

11. Financial Rights

Code	Category	Received	Investigation	Intervention	Substantiated
7301	Safeguarding Money	10	0	10	0
7302	Facility Account	9	0	9	0
7303	Easy Access to Money in Account	13	0	13	0
7304	Ability to Spend or Use as Desired	7	1	6	0
7305	Delivery of Money upon Release	2	0	2	0
7360	Labor & Compensation	9	0	9	0
0730	Other: (Describe)	37	1	36	1

12. Personal Property

Code	Category	Received	Investigation	Intervention	Substantiated
7281	Possession and Use	62	0	62	2
7282	Storage Space	3	0	3	0
7283	Inspection at Reasonable Times	1	0	1	0
7284	Search/Seizure	14	2	12	7
7285	Exclusions	0			
7286	Limitations	6	0	6	0
7287	Receipts to Recipient and to Designated Individual	1	0	1	0
7288	Waiver	0			
7289	Protection	79	1	78	10
0728	Other: (Describe)	75		75	8

13. Suitable Services

	Category	Received	Investigation	Intervention	Substantiated
7080	Treatment suited to condition	510	24	486	14
7049	Treatment by spiritual means	1	0	1	pend
7100	Physical and mental exams	5	0	5	0
7130	Choice of physician/mental health professional	18	0	18	0
7140	Notice of clinical status/progress	2	0	2	0
7150	Services of mental health professional	4	0	4	0
7003	Informed Consent	2	0	2	1
7170	Electro Convulsive Therapy (ECT)	0			
7160	Surgery	0			
7158	Medication	109	0	109	1
7190	Notice of medication side effects	1	0	1	0
7180	Psychotropic Drugs	7	0	7	0
7029	Information on Family Planning	0			
0700		15		15	

14. Treatment Planning

Code	Category	Received	Investigation	Intervention	Substantiated
7121	Person-Centered Process	7	2	5	1
7122	Timely development	2	0	2	0
7123	Requests for Review	2	0	2	0
7124	Participation by Individual(s) of choice	0			
7125	Assessment of Needs	4	0	4	0
0712	Other: requested info.	5	1	4	

15. Photographs, Fingerprints, Audiotapes, One-way Glass

Code	Category	Received	Investigation	Intervention	Substantiated
7241	Prior Consent	0			
7242	Identification	1	0	1	0
7243	Objection	1	0	1	0
7244	Release to others/return	0			
7245	Storage/Destruction	0			
7246	Treatment	0			

16. Forensic Issues

Code	Category	Received	Investigation	Intervention	Substantiated
2020	Incompetent to Stand Trial (I.S.T.)	26	1	25	1
2050	Not Guilty by Reason of Insanity (N.G.R.I.)	12	0	12	0

Subtotal 2746 539 2207 170

17. No Right Involved

Code	Category	
0000	No Right Involved	316

18. Outside Provider Jurisdiction

Code	Category	
0001	Outside Provider Jurisdiction	66

Remedial Action

The Mental Health Code states in section 330.1780.(1): “If it has been determined through investigation that a right has been violated, the respondent shall take appropriate remedial action that meets all of the following requirements: (a) Corrects or provides a remedy for the rights violations. (b) Is implemented in a timely manner. (c) Attempts to prevent a recurrence of the rights violation.” It is the responsibility of the ORR to maintain a record of the documented action. Community Mental Health Service Providers (CMHSPs) and Licensed Psychiatric Hospitals/Units (LPH/Us) also maintain records of remedial action.

Remedial Action Key			
Remedial Action corrects or provides a remedy for the rights violations, is implemented in a timely manner and attempts to prevent a recurrence of the rights violation.			
Verbal Counseling	01	Employment Termination	08
Written Counseling	02	Contract Action	09
Written Reprimand	03	Policy Revision/Development	10
Suspension	04	Environmental Repair/Enhancement	11
Demotion	05	Plan of Service Revision	12
Staff Transfer	06	Recipient Transfer to Another Provider/Site	13
Training	07	Other	14
		Facility closed before action was taken	FC

Remediation of Substantiated Rights Violations (includes complaints investigated and those addressed through other interventions)

Category	& Specific Allegation	Specific Provider	Type	Specific Remedial Action	Type
0708	Treatment Environment-Other	Walter Reuther Hospital	04	Other	14
0708	Treatment Environment-Other	Walter Reuther Hospital	04	Other	14
0728	Personal Property-Other	Northville Psychiatric Hospital	04	Other	14
0728	Personal Property-Other	Walter Reuther Hospital	04	Policy Revision /Development	10
0728	Personal Property-Other	Walter Reuther Hospital	04	Other	14
0728	Personal Property-Other	Walter Reuther Hospital	04	Other	14

Category	& Specific Allegation	Specific Provider	Type	Specific Remedial Action	Type
0728	Personal Property-Other	Walter Reuther Hospital	04	Other	14
0728	Personal Property-Other	Walter Reuther Hospital	04	Other	14
0728	Personal Property-Other	Walter Reuther Hospital	04	Other	14
0728	Personal Property-Other	Walter Reuther Hospital	04	Other	14
0730	Financial Rights-Other	Mt. Pleasant Center	04	Termination	08
0748	Confidentiality, Private Communications-Other	Walter Reuther Hospital	04	Other	14
2020	IST	Caro Center	04	Verbal Counseling	01
7003	Informed Consent	Kalamazoo Psychiatric Hospital	04	Staff Training	07
7040	Dignity/Respect	Center For Forensic Psychiatry	04	Verbal Counseling	01
7040	Dignity/Respect	Center For Forensic Psychiatry	04	Written Reprimand	03
7040	Dignity/Respect	Center For Forensic Psychiatry	04	Written Reprimand	03, 04
7040	Dignity/Respect	Kalamazoo Psychiatric Hospital	04	Verbal Counseling	01
7040	Dignity/Respect	Kalamazoo Psychiatric Hospital	04	Staff Training	07
7040	Dignity/Respect	Mt. Pleasant Center	04	Verbal Counseling	01
7040	Dignity/Respect	Mt. Pleasant Center	04	Written Reprimand	03
7040	Dignity/Respect	Mt. Pleasant Center	04	Written Reprimand	03
7040	Dignity/Respect	Mt. Pleasant Center	04	Written Reprimand	03
7040	Dignity/Respect	Mt. Pleasant Center	04	Suspension	04
7040	Dignity/Respect	Northville Psychiatric Hospital	04	Staff Training	07
7040	Dignity/Respect	Caro Center	04	Verbal Counseling	01
7040	Dignity/Respect	Caro Center	04	Verbal Counseling	01
7040	Dignity/Respect	Caro Center	04	Written Reprimand	03
7040	Dignity/Respect	Caro Center	04	Written Reprimand	03
7040	Dignity/Respect	Caro Center	04	Written Reprimand	03
7040	Dignity/Respect	Caro Center	04	Staff Training	07

Category	& Specific Allegation	Specific Provider	Type	Specific Remedial Action	Type
7040	Dignity/Respect	Caro Center	04	Staff Training	07
7040	Dignity/Respect	Caro Center	04	Termination	08
7043	Privacy/Search	Caro Center	04	Policy Revision /Development	10
7080	Services suited to Condition	Center For Forensic Psychiatry	04	Verbal Counseling	01
7080	Services suited to Condition	Center For Forensic Psychiatry	04	Written Reprimand	03
7080	Services suited to Condition	Center For Forensic Psychiatry	04	Other	14
7080	Services suited to Condition	Kalamazoo Psychiatric Hospital	04	Plan of Service Revision	12
7080	Services suited to Condition	Kalamazoo Psychiatric Hospital	04	Other	14
7080	Services suited to Condition	Mt. Pleasant Center	04	Written Counseling	02
7080	Services suited to Condition	Mt. Pleasant Center	04	Written Counseling	02
7080	Services suited to Condition	Mt. Pleasant Center	04	Staff Training	07
7080	Services suited to Condition	Mt. Pleasant Center	04	Termination	08
7080	Services suited to Condition	Mt. Pleasant Center	04	Other	14
7080	Services suited to Condition	Northville Psychiatric Hospital	04	Other	14
7080	Services suited to Condition	Caro Center	04	Verbal Counseling	01
7080	Services suited to Condition	Caro Center	04	Written Reprimand	03
7080	Services suited to Condition	Caro Center	04	Plan of Service Revision	12
7081	Safety-Treatment Environment	Center For Forensic Psychiatry	04	Verbal Counseling	01
7081	Safety-Treatment Environment	Center For Forensic Psychiatry	04	Policy Revision /Development	10
7081	Safety-Treatment Environment	Kalamazoo Psychiatric Hospital	04	Recipient Transfer to Another Provider/Site	13
7081	Safety-Treatment Environment	Northville Psychiatric Hospital	04	Other	14
7081	Safety-Treatment Environment	Caro Center	04	Policy Revision /Development	10
7081	Safety-Treatment Environment	Caro Center	04	Recipient Transfer to Another Provider/Site	13
7081	Safety-Treatment Environment	Caro Center	04	Other	14
7081	Safety-Treatment Environment	Walter Reuther Hospital	04	Written Reprimand	03

Category	& Specific Allegation	Specific Provider	Type	Specific Remedial Action	Type
7081	Safety-Treatment Environment	Walter Reuther Hospital	04	Plan of Service Revision	12
7081	Safety-Treatment Environment	Walter Reuther Hospital	04	Plan of Service Revision	12
7081	Safety-Treatment Environment	Walter Reuther Hospital	04	Plan of Service Revision	12
7081	Safety-Treatment Environment	Walter Reuther Hospital	04	Plan of Service Revision	12
7081	Safety-Treatment Environment	Walter Reuther Hospital	04	Other	14
7082	Sanitary-Treatment Environment	Center For Forensic Psychiatry	04	Environmental Repair/Enhancement	11
7082	Sanitary-Treatment Environment	Caro Center	04	Verbal Counseling	01
7082	Sanitary-Treatment Environment	Caro Center	04	Environmental Repair/Enhancement	11
7082	Sanitary-Treatment Environment	Caro Center	04	Environmental Repair/Enhancement	11
7082	Sanitary-Treatment Environment	Caro Center	04	Environmental Repair/Enhancement	11
7082	Sanitary-Treatment Environment	Caro Center	04	Environmental Repair/Enhancement	11
7082	Sanitary-Treatment Environment	Caro Center	04	Environmental Repair/Enhancement	11
7082	Sanitary-Treatment Environment	Caro Center	04	Other	14
7083	Humane-Treatment Environment	Hawthorne Center	04	Environmental Repair/Enhancement	11
7083	Humane-Treatment Environment	Kalamazoo Psychiatric Hospital	04	Environmental Repair/Enhancement	11
7083	Humane-Treatment Environment	Kalamazoo Psychiatric Hospital	04	Environmental Repair/Enhancement	11
7083	Humane-Treatment Environment	Caro Center	04	Environmental Repair/Enhancement	11
7083	Humane-Treatment Environment	Caro Center	04	Environmental Repair/Enhancement	11
7083	Humane-Treatment Environment	Caro Center	04	Plan of Service Revision	12
7085	Nutrition	Caro Center	04	Verbal Counseling	01
7085	Nutrition	Caro Center	04	Plan of Service Revision	12
7086	Least Restrictive Setting	Caro Center	04	Other	14
7111	Dignity and Respect	Caro Center	04	Policy Revision /Development	10
7121	Person-centered Process	Northville Psychiatric Hospital	04	Plan of Service Revision	12
7158	Medication	Caro Center	04	Verbal Counseling	01
7221	Class I Abuse	Center For Forensic Psychiatry	04	Termination	08

Category	& Specific Allegation	Specific Provider	Type	Specific Remedial Action	Type
7222	CLASS II ABUSE	Center For Forensic Psychiatry	04	Suspension	04
7222	CLASS II ABUSE	Center For Forensic Psychiatry	04	Staff Training	07
7222	CLASS II ABUSE	Hawthorne Center	04	Suspension	04
7222	CLASS II ABUSE	Hawthorne Center	04	Staff Transfer	06
7222	CLASS II ABUSE	Kalamazoo Psychiatric Hospital	04	Suspension	04
7222	CLASS II ABUSE	Kalamazoo Psychiatric Hospital	04	Suspension	04
7222	CLASS II ABUSE	Kalamazoo Psychiatric Hospital	04	Staff Training	07
7222	CLASS II ABUSE	Mt. Pleasant Center	04	Written Counseling	02
7222	CLASS II ABUSE	Mt. Pleasant Center	04	Staff Training	07
7222	CLASS II ABUSE	Mt. Pleasant Center	04	Termination	08
7222	CLASS II ABUSE	Mt. Pleasant Center	04	Termination	08
7222	CLASS II ABUSE	Mt. Pleasant Center	04	Termination	08
7222	CLASS II ABUSE	Mt. Pleasant Center	04	Termination	08
7222	CLASS II ABUSE	Mt. Pleasant Center	04	Termination	08
7222	CLASS II ABUSE	Caro Center	04	Staff Training	07
7222	CLASS II ABUSE	Caro Center	04	Termination	08
7222	CLASS II ABUSE	Caro Center	04	Other	14
7222	CLASS II ABUSE	Walter Reuther Hospital	04	Suspension	04
7223	Class III Abuse	Center For Forensic Psychiatry	04	Termination	08
7223	Class III Abuse	Kalamazoo Psychiatric Hospital	04	Written Reprimand	03
7223	Class III Abuse	Mt. Pleasant Center	04	Written Reprimand	03
7223	Class III Abuse	Mt. Pleasant Center	04	Termination	08
7223	Class III Abuse	Mt. Pleasant Center	04	Termination	08
7223	Class III Abuse	Northville Psychiatric Hospital	04	Written Reprimand	03
7223	Class III Abuse	Northville Psychiatric Hospital	04	Other	14
7223	Class III Abuse	Caro Center	04	Written Reprimand	03

Category	& Specific Allegation	Specific Provider	Type	Specific Remedial Action	Type
7223	Class III Abuse	Caro Center	04	Suspension	04
7223	Class III Abuse	Caro Center	04	Termination	08
7223	Class III Abuse	Walter Reuther Hospital	04	Written Reprimand	03
7225	Neglect Class I	Mt. Pleasant Center	04	Suspension	04
7225	Neglect Class I	Mt. Pleasant Center	04	Termination	08
7225	Neglect Class I	Mt. Pleasant Center	04	Termination	08
7226	Neglect Class II	Center For Forensic Psychiatry	04	Verbal Counseling	01
7226	Neglect Class II	Center For Forensic Psychiatry	04	Staff Training	07
7226	Neglect Class II	Kalamazoo Psychiatric Hospital	04	Suspension	04
7226	Neglect Class II	Mt. Pleasant Center	04	Termination	08
7226	Neglect Class II	Caro Center	04	Written Reprimand	03
7227	Neglect Class III	Center For Forensic Psychiatry	04	Written Reprimand	03
7227	Neglect Class III	Center For Forensic Psychiatry	04	Written Reprimand	03
7227	Neglect Class III	Center For Forensic Psychiatry	04	Written Reprimand	03
7227	Neglect Class III	Center For Forensic Psychiatry	04	Written Reprimand	03
7227	Neglect Class III	Center For Forensic Psychiatry	04	Written Reprimand	03
7227	Neglect Class III	Center For Forensic Psychiatry	04	Written Reprimand	03
7227	Neglect Class III	Hawthorne Center	04	Written Reprimand	03
7227	Neglect Class III	Mt. Pleasant Center	04	Written Counseling	02
7227	Neglect Class III	Mt. Pleasant Center	04	Written Counseling	02
7227	Neglect Class III	Mt. Pleasant Center	04	Written Counseling	02
7227	Neglect Class III	Mt. Pleasant Center	04	Written Reprimand	03
7227	Neglect Class III	Mt. Pleasant Center	04	Written Reprimand	03
7227	Neglect Class III	Mt. Pleasant Center	04	Written Reprimand	03
7227	Neglect Class III	Mt. Pleasant Center	04	Suspension	04
7227	Neglect Class III	Mt. Pleasant Center	04	Suspension	04

Category	& Specific Allegation	Specific Provider	Type	Specific Remedial Action	Type
7227	Neglect Class III	Mt. Pleasant Center	04	Suspension	04
7227	Neglect Class III	Mt. Pleasant Center	04	Termination	08
7227	Neglect Class III	Mt. Pleasant Center	04	Termination	08
7227	Neglect Class III	Mt. Pleasant Center	04	Termination	08
7227	Neglect Class III	Mt. Pleasant Center	04	Other	14
7227	Neglect Class III	Northville Psychiatric Hospital	04	Suspension	04
7227	Neglect Class III	Northville Psychiatric Hospital	04	Other	14
7227	Neglect Class III	Caro Center	04	Suspension	04
7227	Neglect Class III	Walter Reuther Hospital	04	Suspension	04
7227	Neglect Class III	Walter Reuther Hospital	04	Other	14
7261	Visitation	Caro Center	04	Policy Revision /Development	10
7263	Access to telephone	Caro Center	04	Environmental Repair/Enhancement	11
7263	Access to telephone	Caro Center	04	Environmental Repair/Enhancement	11
7263	Access to telephone	Caro Center	04	Plan of Service Revision	12
7267	Access to enter., materials, infor., news	Caro Center	04	Environmental Repair/Enhancement	11
7281	Possession/Use	Caro Center	04	Environmental Repair/Enhancement	11
7281	Possession/Use	Caro Center	04	Other	14
7284	Search/Seizure	Center For Forensic Psychiatry	04	Staff Training	07
7284	Search/Seizure	Center For Forensic Psychiatry	04	Other	14
7284	Search/Seizure	Kalamazoo Psychiatric Hospital	04	Verbal Counseling	01
7284	Search/Seizure	Kalamazoo Psychiatric Hospital	04	Staff Training	07
7284	Search/Seizure	Kalamazoo Psychiatric Hospital	04	Policy Revision /Development	10
7284	Search/Seizure	Kalamazoo Psychiatric Hospital	04	Policy Revision /Development	10
7284	Search/Seizure	Walter Reuther Hospital	04	Other	14
7289	Protection	Hawthorne Center	04	Other	14
7289	Protection	Hawthorne Center	04	Other	14

Category	& Specific Allegation	Specific Provider	Type	Specific Remedial Action	Type
7289	Protection	Kalamazoo Psychiatric Hospital	04	Other	14
7289	Protection	Northville Psychiatric Hospital	04	Staff Transfer	06
7289	Protection	Northville Psychiatric Hospital	04	Other	14
7289	Protection	Northville Psychiatric Hospital	04	Other	14
7289	Protection	Northville Psychiatric Hospital	04	Other	14
7289	Protection	Northville Psychiatric Hospital	04	Other	14
7289	Protection	Caro Center	04	Other	14
7289	Protection	Walter Reuther Hospital	04	Other	14
7302	Facility Account	Caro Center	04	Verbal Counseling	01
7420	Seclusion	Kalamazoo Psychiatric Hospital	04	Written Counseling	02
7420	Seclusion	Kalamazoo Psychiatric Hospital	04	Suspension	04
7441	Building/Grounds Access	Center For Forensic Psychiatry	04	Staff Training	07
7442	Limitations	Kalamazoo Psychiatric Hospital	04	Plan of Service Revision	12
7520	Failure to Report	Mt. Pleasant Center	04	Other	14

DCH Appeals Committee Background

The Michigan mental Health Code at Section 774 states, “The director shall appoint an appeals committee consisting of 7 individuals, none of whom shall be employed by the department or a community mental health services program, to hear appeals of recipient rights matters. The committee shall include at least 3 members of the state recipient rights advisory committee and 2 primary consumers.”

The DCH Appeals Committee reviews appeals of rights complaints filed by or on behalf of patients/residents of state hospitals/centers. Additionally, it reviews appeals submitted by or on behalf of individuals who are or have been patients in licensed private psychiatric hospitals/units (LPH/U) who have entered into an agreement to use the department’s appeals committee in lieu of appointing its own.

Following is a data summary of activity for the DCH Appeals Committee for FY 2002/20003:

Total By Number of Appeals Received	<u>10</u>
<u>Appeals Committee 5 Day Review Decisions:</u>	
Cases received that did not constitute appeals	0
Appeals filed > 45 day-time frame	0
Cases stating no ground for appeal	5
Cases referred back to local CMHSP	0
 <u>Appeals Committee Decision on Appeal</u>	
Upheld findings of rights office and action taken	3
Returned to ORR for re-investigation	1
Returned to facility for different or additional action	0
 Total Number of Appeals from State Hospitals/Centers	<u>6</u>
Caro Center	2
Northville Psychiatric Hospital	2
Hawthorn Center	1
Walter Reuther	0
Mt. Pleasant Center	0
Kalamazoo Psychiatric Hospital	0
Forensic Center	1
 Total Number of Appeals from LPH/Us	<u>6</u>
Herrick Memorial	1
Oakwood Heritage Hospital	2
St John Detroit Riverview	2
Botsford General Hospital	1

PART II- TRAINING UNIT

Background

The ORR Training Unit develops and presents instructional events that will lead to consistent implementation of recipient rights across the state.

In order to carry out this charge the unit provides workshops to rights staff from licensed private hospital/ units, Community Mental Health Service Providers and their contract agencies. These classes focus on providing rights staff the skills necessary to assure effective rights protection for the recipients in their respective systems.

Additionally, the unit offers educational programs for other persons involved in the recipient rights arena (Recipient Rights Advisory Committee and Recipient Rights Appeals Committee members, staff from other state and advocacy agencies, staff of service providers) whose roles, although ancillary to the rights system, are essential to preserving and promoting the rights of recipients.

The Training Unit also has the overall responsibility for planning, coordinating and implementing the recipient rights conference. This annual event brings together staff and recipients from across the state to discuss current issues related to recipient rights and to provide information which will enhance job performance of rights staff.

In addition, the Training Unit coordinates education provided by DCH-ORR staff in hospital and centers operated by the Department. These trainings are focused on 1) meeting the mandate that all staff hired by the Department are trained on recipient rights within the first 30 days of hire and 2) adhering to the requirement that hospital and center staff are provided annual in-service training. Education of consumers receiving services in DCH operated facilities on code protected rights is also a function of the DCH-ORR staff and oversight and curriculum development is provided by the Training Unit.

Finally, the Training Unit serves to coordinate and implement educational opportunities with staff of other departments within the state.

Educational Programs

In order to meet the goal of providing educational programs to assure consistency of rights protection, several training opportunities were offered in FY 2002/2003. *Basic Skills*, a three-part program, provided training and skill development required to carry out the responsibilities mandated by Chapters 7 and 7 A of the Mental Health Code in Part 1, and, in Part 2, the skills necessary to do a thorough investigation. The last segment of the Basic Skills Curriculum, *Developing Effective Rights Training*, is a two-day session designed to develop the skills necessary to train agency and provider staff on effective methods for training their staff on Recipient Rights issues. It includes both the principals of training and a review of required training content. *Recipient Rights Advisory Committee* training provides the information necessary for committee members to function effectively and carry out their mandated role as advocates for the ORR office and staff. *Appeals Committee* training takes participants through the appeals process and provides the tools necessary to conduct a fair and impartial appellate

review. The following is a summary of the sessions, and program attendance, offered during FY 2002/03.

Title of Course	Date Conducted	Number of Attendees
Basic Skills Training	November, 2002	24
Basic Skills Training	January, 2003	26
Basic Skills Training	March, 2003	13
Basic Skills Training	May, 2003	25
Basic Skills Training	July, 2003	16
Basic Skills Training	August, 2003	21
Total		125
Art of Investigation	November, 2002	18
Art of Investigation	January, 2003	23
Art of Investigation	March, 2003	17
Art of Investigation	May, 2003	17
Art of Investigation	July, 2003	14
Art of Investigation	September, 2003	20
Total		109
Developing Effective Rights Training	December, 2002	12
Developing Effective Rights Training	February, 2003	15
Developing Effective Rights Training	April, 2003	14
Developing Effective Rights Training	June, 2003	14
Developing Effective Rights Training	September, 2003	13
Total		68
Allegation Autopsy	October, 2002	8
Allegation Autopsy	May, 2003	11
Total		19
Rights Committee	January, 2003	11
Rights Committee	February, 2003	20
Rights Committee	June, 2003	26
Total		57
Appeals Committee	January, 2003	11
Appeals Committee	February, 2003	16
Appeals Committee	June, 2003	21
Total		48
The Rights System Assessment: Things You Need to Know	April 2, 2003	37
Hot Topics in Recipient Rights	April 22, 2003	29
Total		66
Grand Total		691

Evaluations

Following each training session the training unit received evaluations of the training presented. The following tables are compilations of the evaluation data for FY 2002-2003. The evaluation is based on a scale of 1 to 5, with 5 being "excellent", and 1 being "poor"

Basic Skills Training Program – Part 1	Rating
The information presented	4.88
The organization of the material	4.70
The audio-visual materials and handouts	4.79
The trainer(s) knowledge of the subject matter	4.94
Responses to questions asked	4.83
Presentation as a whole	4.86

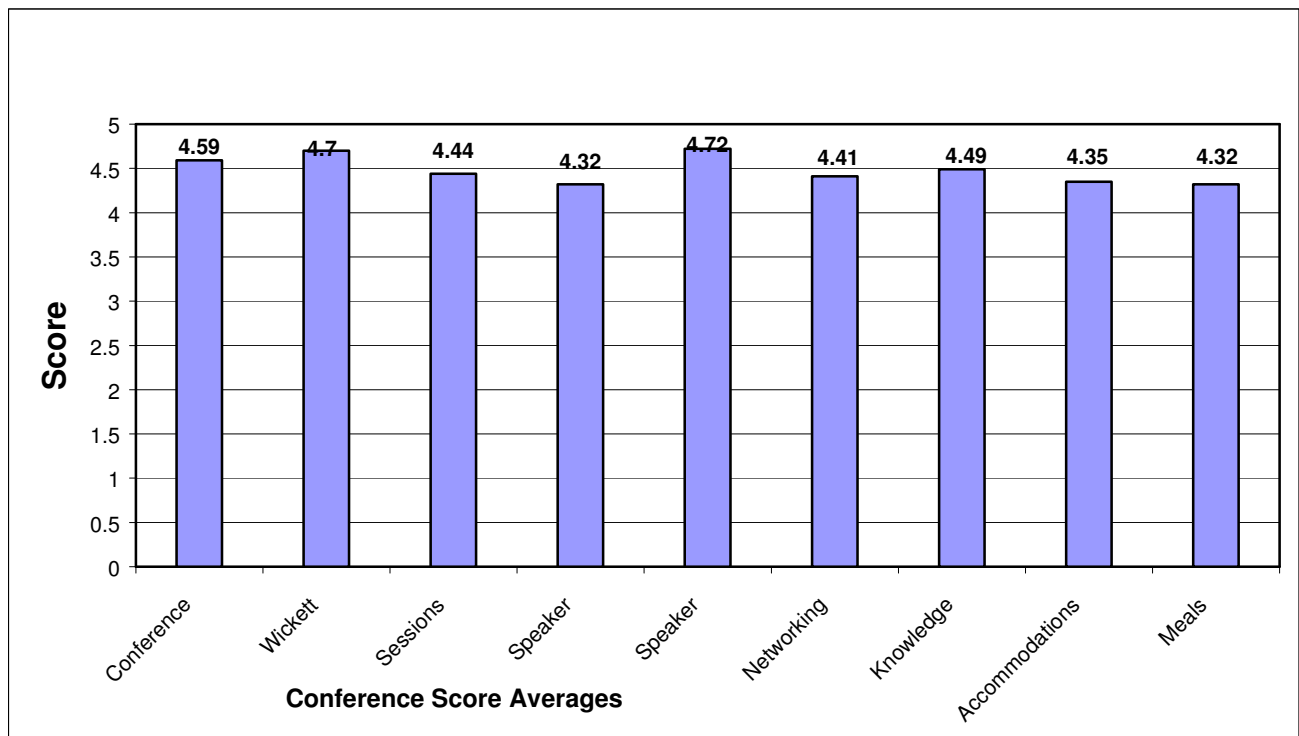
Basic Skills Training Program – Part 2	Rating
The information presented	4.90
The organization of the material	4.85
The audio-visual materials and handouts	4.80
The trainer(s) knowledge of the subject matter	4.93
Responses to questions asked	4.88
Presentation as a whole	4.89

Developing Effective Rights Training	Rating
The information presented	4.82
The organization of the material	4.85
The audio-visual materials and handouts	4.85
The trainer(s) knowledge of the subject matter	4.92
Responses to questions asked	4.87
Presentation as a whole	4.82

Recipient Rights Conference 2002

In an effort to facilitate the objective of bringing consistency to the rights system, the department and the Office of Recipient Rights conduct an annual recipient rights conference. The ORR Training Unit has the overall responsibility for the coordination and implementation of this event, the purpose of which is to provide a venue for rights staff to receive the annual education mandated in the Mental Health Code and to bring together rights staff, consumers, and staff from ancillary organizations to focus on rights issues and create solutions. The Rights Conference continues to be self-funded, using no department financial resources to support the event, and it provides consumer scholarships (2 from each CMHSP) to allow consumers to attend. Hotel accommodations and travel expenses are provided by the sponsoring CMHSP.

The ninth annual conference, "The Power of Rights," was held October 1 through October 4, 2002 at the Holiday Inn South in Lansing, MI. Approximately 350 persons attended. Included in this number were 48 mental health consumers. Responses to the conference evaluation indicated a satisfaction level of 4.16 on a scale of 5.



Rights Training Provided by ORR Staff at DCH Facilities

The Mental Health Code requires that all DCH staff receive training related to recipient rights protection within 30 days of hire. At each of the state psychiatric hospitals, centers for persons with developmental disabilities, and the Center for Forensic Psychiatry, rights staff assigned to the facility are carrying out this mandate, using curricula developed by the Training Unit. This training is a priority for rights staff, and is so essential that it has been established as an objective in the management plans of each field office. The following summarizes the trainings provided at each facility:

Hospital/Center	Attendees
Caro Center	169
Center for Forensic Psychiatry	60
Hawthorn Center	238
Hawthorn Special Employee Review	186
Kalamazoo Psychiatric Hospital	118
Mt. Pleasant Center	246
Northville Psychiatric Hospital	28
Walter Reuther Psychiatric Hospital	191
MDCH – Central Office	13
Total	1249

Rights Training Provided by ORR Staff to DCH Central Office Staff

In FY 2002/2003, implementation of one of the objectives identified in previous Annual Reports, i.e. providing training on recipient rights to new staff of the Department within 30 days of hire, was begun, although identification by the DCH Human Resources Division of which staff would attend was somewhat haphazard and attendance at the trainings was minimal. The DCH Human Resources Division still has not as yet developed a plan to notify the Office of Recipient Rights of new hires who and when they could be expected to attend training. During this fiscal year, 13 Central Office employees received recipient rights training.

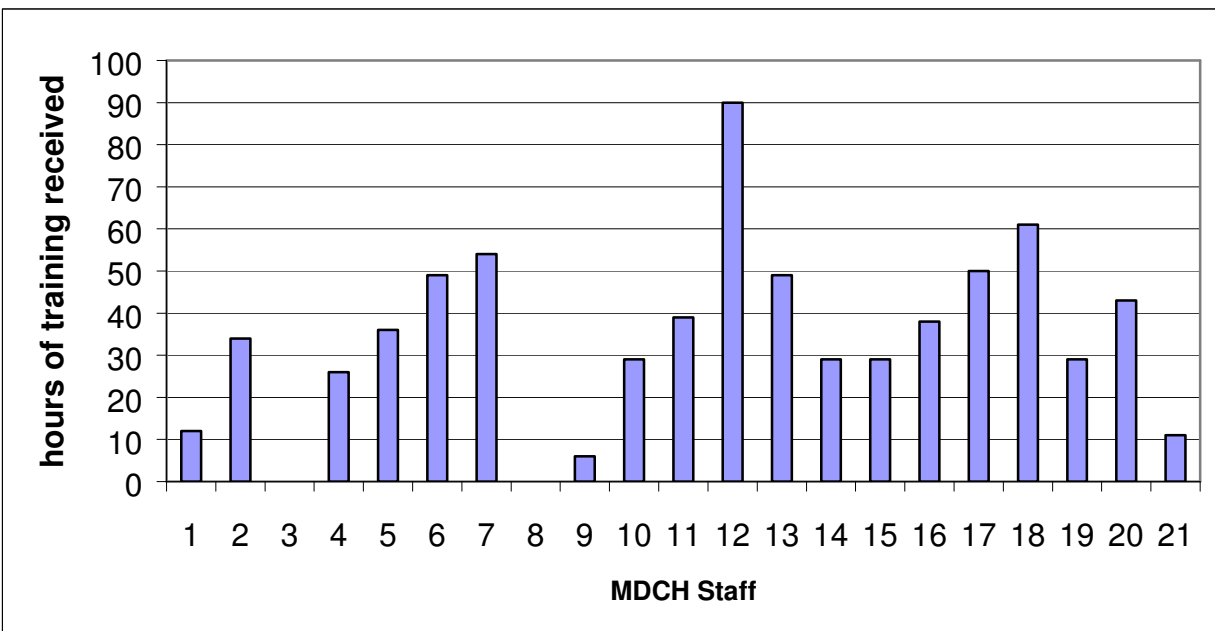
Consumer Education

Three projects were identified under this goal: 1) development of an online training program about rights for consumers, 2) development of an updated video presentation on abuse and neglect to be used by rights staff and consumers when providing training, and 3) provision of rights education to consumers in DCH operated hospitals and centers. At the close of the fiscal year the first project remained in development while the second was put on hold in order to obtain the necessary funding. ORR staff at their respective locations carried out the third project. A summary of these trainings is provided in the chart below:

Hospital/Center	Consumers
Caro Center	90
Center for Forensic Psychiatry	279
Hawthorn Center	374
Kalamazoo Psychiatric Hospital	53
Mt. Pleasant Center	196
Northville Psychiatric Hospital	574
Walter Reuther Psychiatric Hospital	875
Total	2441

Recipient Rights Training Received by DCH-ORR Staff

The Mental Health Code requires in section 1754 (d) that "staff of the state office of recipient rights receive training each year in recipient rights protection." One hundred twenty six (126) hours of training opportunities were identified for staff, including the Recipient Rights Conference, Roundtables, Recipient Rights Officers Association of Michigan presentations, and review of Basic Skills for Rights Staff, etc. The following grid summarizes the training in recipient rights protection attended by the 21 DCH-ORR staff employed in the 2002-2003 fiscal year. It should be noted that the hours of training do not include any instances where DCH-ORR staff conducted the training or presentations.



Other Training Efforts

A joint effort between the Michigan Department of Civil Rights and DCH-ORR to provide information about their respective offices, their mandates and the persons they serve was undertaken during this fiscal year. A committee consisting of MDCR and ORR staff met several times to develop a process for the implementation of these information sharing. During FY 2001/2002, ORR conducted the first portion of this by developing and implementing training for MDCR staff on issues particular to mental health recipients and some basic education about mental illness. In FY 2002/2003, MDCR provided a training presentation entitled “Civil Rights and Recipient Rights: Same? Different? or Parts of the Same Puzzle?” over a period of 2 days to DCH-ORR staff.

PART III- COMMUNITY RIGHTS UNIT

Background

Chapter 7 of the Mental Health Code requires the establishment of such an office of recipient rights in each Community Mental Health Services Program (CMHSP) and every psychiatric hospital or unit (LPH/U) licensed by the Department of Consumer and Industry Services. There are currently forty-eight CMHSPs and sixty-seven LPH/Us in Michigan.

The Mental Health Code requires that the Department of Community Health promulgate rules to establish standards for certification and the certification review process for CMHSPs. The standards must include those for the protection and promotion of recipient rights. Although standards as to matters of CMHSP governance, resource management, quality improvement, service delivery and safety management may be waived by the department in whole or in part as the result of the CMHSP's accreditation by a nationally recognized accrediting body, this is not the case relative to standards established by the department in regard to the protection and promotion of recipient rights.

Assessment Process

Each CMHSP recipient rights system is assessed annually by the two ORR Community Rights Specialists through careful review of and follow-up on semi-annual and annual reports prepared by the CMHSP rights office and submitted by that office and the executive director respectively. Annually, the Rights Specialists also conduct an on-site assessment of approximately one-third of the CMHSPs. This three day on-site review includes an entrance conference; interviews with the executive director, rights office staff, consumers, CMHSP staff and staff of contract providers, Recipient Rights Advisory and Appeals Committee members; compliance review of complaint case files, logs, Code mandated reports and notices, appeals cases; review of contract language to ascertain clarity as to how rights will be protected during the contract period and training requirements; compliance review of all twenty-two rights related policies required by the Code; site visits to a representational sample of CMHSP directly operated and contracted service and an exit conference. Site visits are also made to the LPH/U under contract with the CMHSP. Areas of non-compliance with Code and Rules evidenced by the rights system at the LPH/U are cited in the CMHSP assessment report. Additionally, if a serious deficiency were found, this would also be reported to the Psychiatric Licensing Consultant with the Department of Consumer and Industry Services.

Assessment Results FY 2002/2003

Fifteen (15) CMHSP rights protection systems were evaluated through on-site assessments conducted by the Office of Recipient Rights Community Rights Unit Specialists from October 1, 2002 through September 30, 2003. Beginning in March 2001, a rights system was scored as being in less than substantial compliance, even if the overall score was in the range of substantial compliance, if the Specialists determined that a deficiency which was previously cited in the last assessment had not been corrected at the time of the current assessment. CMHSPs that were scored in this manner have an * in the table below.

Full Compliance (FC) = 292 points
 Substantial Compliance (SC) = 263 to 291 points
 Less Than Substantial Compliance (LSC) = Less than 263 points

CMHSP	SCORE	RESULTS
Lifeways	280	Substantial Compliance
Tuscola	290	Substantial Compliance
Detroit-Wayne	269	*Less than Substantial Compliance
Summit Pointe	278	*Less than Substantial Compliance
Woodlands	292	FULL COMPLIANCE
Washtenaw	285	Substantial Compliance
West Michigan	289	Substantial Compliance
Monroe	272	*Less than Substantial Compliance
Montcalm	291	Substantial Compliance
Gogebic	283	Substantial Compliance
Northpointe	290	Substantial Compliance
Huron	*284	*Less than Substantial Compliance
St. Clair	*280	*Less than Substantial Compliance
Gratiot	289	Substantial Compliance
Newaygo	292	FULL COMPLIANCE

In addition to the above rights system assessments, the Community Rights Specialists also conducted plan of correction compliance reviews for two (2) CMHSP rights systems. As a result of being found in less than substantial compliance in 2002 and placement on a 6-month provisional certification, a compliance review was conducted at Bay-Arenac CMH September 9-11, 2003. The CMH was found to have completed its plan of correction except for one item that was completed in November 2003. At that time, Bay-Arenac CMH was placed on full certification. The Kalamazoo CMH was found to be in less than substantial compliance in September 2002. As the CMH did not comply with the plan of correction and bring its rights system into substantial compliance, it was placed on a 6-month provisional certification. A compliance review was conducted by the Community Rights Specialists September 16-18, 2003. A change in leadership of the rights office occurred in early August 2003. As some improvement in the integrity of the system was evidenced at that time, the Kalamazoo CMH was placed on a

second 6-month provisional certification to assure the full implementation of revised rights processes and procedures. (Please Note: A second compliance review was conducted by the DCH-ORR Community Rights Specialists February 17 – 18, 2004. The CMH rights system was found to be in substantial compliance with standards at that time resulting in the CMH obtaining full certification.)

Special CMHSP Investigation DCH Office of Recipient Rights

STATUTORY REFERENCE: MCL 330.1754 (6) The state office of recipient rights shall do all of the following: (e) Receive reports of apparent or suspected violations of rights guaranteed by this chapter. The state office of recipient rights shall refer reports of apparent or suspected rights violations to the recipient rights office of the appropriate provider to be addressed by the provider's internal rights protection mechanisms. *The state office shall intervene as necessary to act on behalf of recipients in situations in which the director of the department considers the rights protection system of the provider to be out of compliance with this act and rules promulgated under this act.* (Emphasis added)

AuSable Valley CMHSP

Pursuant to MCL 330.1754(6)(e) and after receiving information from staff, guardians and family members of consumers with the AuSable Valley CMHSP (AVCMH), DCH-ORR was directed by Mr. Peter Trezise, then Chief Operating Officer/Deputy Director of Executive Services, to conduct an investigation into the ability of the AVCMH rights system to comply with statutory and regulatory requirements of the Mental Health Code and DCH Administrative Rules. The investigation was initiated on-site at the CMHSP June 17 through June 20, 2002. The Report of Investigative Findings was completed by DCH-ORR September 5, 2002. The investigative conclusion indicated that, relative to 12 categories of concern, the integrity of the rights protection mechanisms and processes at AVCMH were so seriously impaired as to be deemed dysfunctional and nonfeasant, resulting in on-going violation of the rights of recipients and staff of the CMH and a seriously negative impact on the quality of treatment and support services provided. Corrective action required to remedy the deficiencies was included in the report. The report was issued by then DCH Director James K. Haveman, to the Executive Director and Chair of the Board of Directors of the AVCMH on September 23, 2002. Mr. Haveman directed Dr. Floyd Smith, Executive Director, to submit a plan of correction to DCH-ORR within 30 days of his receipt of the report. AVCMH was also notified on September 23, 2002 that it was being placed on a 6-month provisional certification until March 23, 2003.

AVCMH submitted a plan of correction within the required timeframe. DCH-ORR and Director Haveman did not approve the plan. On December 19, 2002, Dr. Smith was provided a letter and Corrective Action Plan from Mr. Haveman.

DCH-ORR conducted an on-site compliance review at AVCMH February 4-6, 2003. The Compliance Review Report was issued February 12, 2003 to Janet Olszewski, DCH Director, and Peter Trezise. DCH-ORR recommended that the 6-month provisional certification, due to expire March 23, 2003, be extended an additional 6-months expiring September 23, 2003. This would give DCH-ORR more time to provide technical assistance and consultation to AVCMH

relative to the Chapter 7A complaint resolution processes as well to assure further compliance with elements of the December Corrective Action Plan. The extension was granted and AVCMH was so notified by correspondence dated March 7, 2003.

A second and final compliance review was conducted by DCH-ORR July 8-10, 2003. The Office determined that the AVCMH rights protection mechanisms continued to be seriously deficient in protecting the rights of its consumers and recommended to Patrick Barrie, DCH Deputy Director for Mental Health/Substance Abuse Services, that the department take immediate steps to decertify AVCMH. Per letter dated September 23, 2003, Judy Webb, DCH Director of the Division of Quality Management and Planning, informed the Chair of the Board of Directors of AVCMH of the department's intent to revoke its certification of AVCMH due to its failure to comply with corrective action requirements relative to serious deficiencies found in its rights protection mechanisms.

AVCMH appealed and representatives, including the AVCMH Executive Director and Board Chair, met with Mr. Barrie and Jan Christensen, DCH Deputy Director, Health Policy, Regulation and Professions Administration, during the ensuing months. DCH-ORR was not informed of many of these meetings or provided the opportunity to participate in any. Per letter dated December 15, 2003 to the AVCMH Board Chair and Executive Director, Mr. Barrie summarized the agreement that was reached. Provisions of this agreement follow:

1. The Executive Director and the Board of AVCMH, to avoid any appearance, perception, suggestion, or inference that the AVCMH office of recipient rights is constrained or hindered in the performance of its functions, would voluntarily cede temporary supervision of the AVCMH office of recipient rights to a small "oversight" committee (selected by the Board, with the concurrence of the DCH Deputy Director, Mental Health and Substance Abuse Administration), composed of three individuals not employed by AVCMH or its subcontractors. At least one of these individuals should be a rights director or officer, from another community mental health services program.
2. DCH, in order to avoid any appearance, perception, suggestions, or inference that its assessments and conclusions were, in any way, tainted by bias, agrees that future interaction between the DCH Office of Recipient Rights (ORR) and AVCMH, related to the certification of the AVCMH rights system, shall be conducted by DCH ORR personnel that have not been a party to the current dispute between DCH and AVCMH.
3. DCH agrees to provide consultation and training related to recipient rights and the operation of a CMHSP rights system to members of this voluntarily established oversight committee.
4. During the time it is in operation, the oversight committee, working with the director of the AVCMH office of recipient rights, will undertake a compliance review OF AVCMH policies, practices and programs related to the rights of recipients served by AVCMH; will provide any regularly required reports to the AVCMH recipient rights advisory committee; and will periodically advise the DCH Director of the Office of Recipient Rights and the DCH Deputy Director, Mental Health and Substance Abuse Services Administration, regarding the operation of the AVCMH rights office.

5. DCH will withdraw its notice of intent to revoke certification and will restore AVCMH to full certification, effective as of the date this proposal is accepted by resolution of the AVCMH Board. If the oversight committee identifies any new compliance problems during its tenure, DCH reserves the right to conduct another on site review of the AVCMH recipient rights system and, based on the results of this review, to take appropriate action pursuant to MCL. 330.1232a.
6. The planned term for the oversight committee is six (6) months. Thirty (30) days prior to the expiration of the planned term, the DCH Deputy Director for Mental Health and Substance Abuse Administration, based upon information provided by the oversight committee, will prepare an assessment of the operation of the rights office at AVCMH. The assessment will be made available to the AVCMH Board and representatives of the Department, along with a recommendation regarding the extension or discontinuation of the operation of the oversight committee. If DCH and AVCMH agree with the recommendation, the term of the committee will either be extended or discontinued by mutual agreement of the parties.

DCH-ORR has objected to the arrangement due to the fact that it does not effectively address and ameliorate the deficiencies noted in its investigation of 2002 and the compliance reviews conducted in 2003. Additionally, the agreement interferes with the ability and statutorily mandated responsibility of the department's Office of Recipient Rights to thoroughly and even-handedly perform its functions and to intervene as necessary to act on behalf of recipients in a situation where the department director (Mr. Haveman) considered the AVCMH's rights protection system to be out of compliance with the Mental Health Code and Administrative Rules.

Detroit-Wayne CMH Agency

This investigation was conducted by DCH-ORR May 19-23, 2003 at the direction of Mr. Peter Trezise, then Director of Executive Services to whom DCH-ORR reported. The purpose of the investigation was to determine if the current operation of the Detroit-Wayne County Community Mental Health Agency (DWCCMHA) rights protection system as implemented through its Managers of Comprehensive Provider Networks (MCPNs) interfered with the quality and integrity of rights protection services for DWCCMHA consumers.

The DCH-ORR Report of Special Investigation was submitted to Patrick Barrie, DCH Deputy Director, Mental Health and Substance Abuse Administration in July. The conclusion of that Special Investigation was that, "The rights protection system of DWCCMHA implemented through the MCPN structure and processes is inefficient, ineffective and inconsistent. ...DWCCMHA and the DW-ORR are even more unable to monitor and assure that its consumers will be protected from rights violations while they are receiving services under contract. The deficiencies outlined...have a serious negative impact on the quality and integrity of the rights protection services available to DWCCMHA consumers."

DCH-ORR made the three recommendations, one of which follows:

"... The DWCCMHA must support and assist in the re-structuring of the DW-ORR as necessary for it to assume full responsibility for the direct provision of recipient rights protection services throughout the service delivery system. It can no longer function as an administrative oversight

entity, given the historical and current problems. A plan for restructuring with reasonable time frames should be submitted to DCH-ORR by August 1, 2003.

Per letter to Patricia Kukula, Interim Executive Director of DWCCMHA dated July 16, 2003, Mr. Barrie provided a copy of the Report of Special Investigation and stated, "...DCH-ORR is recommending, and the department is requiring, that by August 1, 2003, DWCCMHA provide a target dated plan for the restructuring of its Office of Recipient Rights as necessary for it to directly provide rights protection services to its consumers.

On July 31, 2003 via fax, John Sanford, DCH-ORR Director, received from DWCCMHA a Proposed Operational Structure of D-WCCMHA ORR. This plan evidenced a structure and time frame for implementation of DW-ORR's assumption of all direct rights protection service responsibilities from the MCPN rights offices and MCPN subcontractor rights offices. DCH-ORR accepted that plan.

Subsequent to numerous conversations and technical assistance provided by DCH-ORR to DWCCMHA and its rights office, on October 17, 2003 Ms. Kukula faxed a "second plan" which modified the July 31, 2003 plan. DCH-ORR reviewed the second plan and did not accept it as it did not provide for direct rights protection service responsibility in the DWCCMHA-ORR but rather in the MCPN rights offices. As a result, on October 27, 2003, DCH-ORR recommended to Mr. Barrie that DWCCMHA be placed on a 6-month provisional certification.

On November 17, 2003, DCH-ORR received from Edith Killins, DWCCMHA Chief Operating Officer, a third plan for the restructuring of the DWCCMHA-ORR which incorporated the original restructure plan approved by Mr. Barrie in September but with a modified implementation schedule. Representatives of the CMHA and DCH met on February 18, 2004. It was agreed that the November 17, 2003 plan would be accepted, that DWCCMHA-ORR would submit an amended implementation schedule for review and approval by DCH-ORR and DCH-ORR would withdraw its recommendation for provisional certification.

Information and Referral Background

The Information Analyst is responsible for the provision of all information and referral services including systematic data collection, entry and analysis relative to these services as well as the semi-annual and annual reports received from the CMHSPs and licensed private psychiatric hospitals. In addition, the Analyst acts as support to the Training Unit, Community Rights Specialists and the ORR Director of Community and Field Operations. The Information Analyst maintains the Rights Advisors/Officers Directory, available via e-mail and the DCH website. DCH-ORR also maintains a mass e-mail directory, which includes all CMHSP rights offices (with the exception of Hiawatha CMH), and 89% of LPH/U rights advisors. Five hospital rights advisors utilized personal addresses, (bringing the total to 98%) as the hospitals have failed to provide e-mail access to 5 rights offices in the state.

Calls to the 1-800 complaint line and complaints received at the Department Office in Lansing are referred to the rights office having jurisdiction over the matter. Data was collected regarding the number of calls and letters received by the office during FY 2002/20003. There were 662 written complaints and 383 calls to the department on the 1-800-854-9090 line.

RECOMMENDATIONS

1. **The Department of Community Health must extend itself beyond the minimum requirement of Sec. 754 of the Mental Health Code that it “endeavor to ensure” that the Office of Recipient Rights “has sufficient staff and other resources necessary to perform its functions.”** Although applicable to all three ORR units, this is especially critical in the Field Unit, which provides direct rights protection services to patients and residents in state hospitals and centers. Rights advisory staff there must be sufficient in number to assure that they can not only respond reactively to allegations of rights violations through investigation and intervention, but can engage in proactive activities such as consumer training and education, staff training and education, consultation and monitoring for the purpose of promoting recipient rights and reducing the number of violations.
2. **The Department of Community Health must assure information technology and support services are provided to the Office to enhance and maintain the Beneficiary and Provider Contact Tracking (BPCT) data system.** This is necessary for the Office to comply with the reporting requirements of the Mental Health Code. Additionally, it is the primary tool used for ORR management, supervisory and quality review purposes.
3. **The Department of Community Health must establish clear statutory and contractual sanctions to be taken against a CMHSP for its failure to achieve substantial compliance with standards established by the department for the protection and promotion of recipient rights.**
4. **The Department of Community Health Bureau of Community Mental Health Services must facilitate the CMHSPs’ electronic submission of Section I, Parts A,B, and C of the Recipient Rights Data Report mandated by the Mental Health Code and Attachment C-6.5.1.1 (Annual and Semi-Annual Reports) of the Specialty Services contract utilizing the DCH excel format**
5. **The Department of Community Health Human Resources Division must coordinate with ORR to develop a process that assures all DCH employees receive training in recipient rights and the rights protection process within 30 days of hire.**
6. **In order to assure a uniformly high standard of rights protection throughout Michigan, contractual agreements between the Department of Community Health and CMHSPs should include language that requires all CMHSP executive directors to attend training offered by DCH-ORR that is specifically designed to educate them on their responsibilities relative to the rights protection system and how to comply with these in a manner that protects and promotes the rights of consumers.**
7. **The Mental Health Code should be amended to include the requirement that this Office as well as rights offices in CMHSPs and licensed private psychiatric hospitals/units provide rights training to consumers of mental health services and their legal representatives, e.g. concepts and elements of person-centered planning, rights of recipients under Chapter 7 of the Mental Health Code, the complaint resolution process under Chapter 7A and consumer/beneficiary rights to access the Medicaid and Non-Medicaid grievance, appeal and fair hearing processes.**
8. **The Department of Community Health must acknowledge and support the statutory authority of this Office to establish compliance standards, practice standards, outcome expectations and uniform performance measures necessary to assure a uniformly high standard of rights protection in this state.** The Office requires such authority in order to implement and enforce these standards independent of approval by any entity that may exert undue pressure that could interfere with the impartial, even-handed and thorough performance of its duties under the Mental Health Code.

ATTACHMENT A

FIELD UNIT GOALS FOR FY 2002/2003

Goal I Assure hospital/center new employee orientation is consistent and effective

Objective 1. Develop standardized curriculum	Responsible Parties	Status
A. Develop process for ORR face-to-face follow-up with new employees following computer based rights training.	Witcher, Silver	Process developed but not implemented as yet
B. Implement computer based training and follow-up	Witcher, Field Rights Advisors	Action step to be continued for 2004 with implementation upon development of computer-based training module.
Objective 2. Collect training data for Annual Report	Responsible Parties	Status
A. Collect data monthly on # of employees completing new hire training	Rights Advisors,	Completed.
B. Report data above monthly to Training Dir.	Rights Advisors, Witcher, Silver	Completed.
C. Incorporate data into Preliminary Annual Report	Sobolewski	Completed.
D. Submit Prelim. Annual Report to DCH Director	Sanford	Completed.

Goal II Assure a uniformly high standard in rights protection and promotion in DCH facilities

Objective 1. DCH-ORR staff will receive 24 hours of rights related training annually	Responsible Parties	Status
A. All DCH-ORR field staff	Witcher, Baker, Sanford,	Completed.

will attend the Annual Rights Conference	Silver	
C. All DCH Rights Advisors will attend DCH Art of Investigation training as refresher	Witcher, Silver	Completed.
D. DCH-ORR field staff will report attendance at above to Training Director	Witcher, Silver, ORR Staff	Completed
E. Report training received by ORR staff for incorporation into Annual Report	Silver	Completed.
F. Incorporate data into Preliminary Annual Report	Sobolewski	Completed.
G. Submit Prelim. Annual Report to DCH Director	Sanford	Completed.
Objective 2. DCH-ORR staff will be offered at least one opportunity in the area of professional development	Responsible Parties	Status
A. Develop process for obtaining information on staff development opportunities	Baker, Witcher, Silver, Sobolewski	Deferred due to fiscal constraints
B. Disseminate information on development opportunities to staff	Silver, Witcher, Baker	Deferred due to fiscal constraints
C. Submit request for ORR and DCH approval	Witcher, Baker, Sanford	Deferred due to fiscal constraints
D. Report attendance at professional development event to Training Director	All staff who have attended a staff development event	Deferred due to fiscal constraints
E. Report staff development activity for incorporation into Annual Report	Silver, Witcher	Deferred due to fiscal constraints

Goal III Assure effective consumer, guardian and family education on rights and the rights protection system

Objective 1. Conduct monthly education sessions for all facility patients/residents	Responsible Parties	Status
A. Implement consumer education sessions	Rights Advisors	Completed.
B. Collect data monthly on # of consumers attending education sessions	Rights Advisors	Completed.
C. Report data above monthly to Training Director	Rights Advisors, Silver	Completed.
D. Report aggregated consumer education data for incorporation into Annual report	Silver, Witcher	Completed.
E. Incorporate data into Preliminary Annual Report	Sobolewski	Completed.
F. Submit Prelim. Annual Report to DCH Director	Sanford	Completed.
Objective 2. Provide information and education to guardians and family members in rights and the rights protection system	Responsible Parties	Status
A. Develop exhibit on the rights protection system for each ORR Field Office	Witcher, Field Office Rights Advisors	Incomplete; Action step to continue in 2004
B. Display exhibit and personally attend all facility family/patient events	Field Office Rights Advisors	Field staff have attended facility special events
C. Develop video presentation on rights and the rights protection system	Silver, Witcher	Incomplete; video not produced as yet
D. Determine pilot site for video presentation on rights and the rights protection	Witcher	Incomplete; video not produced as yet
E. Pilot video presentation at selected site	Silver, Witcher	Incomplete; video not produced as yet

ATTACHMENT B

ORR TRAINING UNIT GOALS FOR 2002-03

Following is the status of the goals and objectives for the Office of Recipient Rights Training Unit:

Goal I: Through education, develop a uniformly high standard of rights protection across the state

Objective 1. Assure that a standardized training program on operation of a recipient rights office is developed and made available to community (CMHSP) and hospital (LPH/U) rights staff	Responsible Parties	Status
A. Develop computer based rights training presentation	Silver	Incomplete; Action step to be continued for 2004
. Establish training dates for FY 2002-03	Silver, Baker, Churchill, Dobbrastine, Mishal, Postema, Sobolewski	Completed
C. Schedule Training Programs so that availability enables potential attendees to meet the standards of the MHC	Silver, Bogart	Completed
D. Review "Basic Skills" Curriculum	Silver, Postema, Sobolewski	Completed
E. Review "Developing an Effective Rights Training" curriculum	Silver, Dobbrastine, Sobolewski	Completed
F. Review curriculum for "Art of Investigation" training	Silver, Postema, Sobolewski	Completed
G. Revise course materials and print manuals, as necessary	Silver, Sobolewski, Postema, Bogart	Completed
H. Conduct training programs so that availability enables potential attendees to meet the standards of the MHC	Silver, Baker, Churchill, Dobbrastine, Lewis, Mishal, Postema	Completed

Objective 2. Assure training materials used by community rights staff are consistent with standards mandated by MHC and Administrative Rules	Responsible Parties	Status
A. As requested, review rights related curriculum materials submitted to the Department for approval	Silver	Completed
Objective 3. Assure trainees have a working knowledge of the skills necessary to operate a recipient rights system	Responsible Parties	Status
A. Develop a tool to measure competencies taught in the Basic Skills Courses	Silver, Baker Work Group	Completed
B. Implement tool to measure competencies	Silver, training unit staff	Completed.
Objective 4. Develop additional training programs to meet those needs of those involved in community rights protection	Responsible Parties	Status
A. Develop programs in at least three of the following areas: <ul style="list-style-type: none"> ◆ Policy Writing ◆ Treatment of Challenging Behaviors and the Role of the Rights Protection System ◆ How to Pass the Rights Assessment ◆ Annual Report Training ◆ Training for CMH and Hospital Directors 	Silver, training unit staff	Completed
B. Update materials and copy to CD for all courses	Silver, Sobolewski	Completed
Objective 5. Maintain master database of training workshops provided and those attending	Responsible Parties	Status
A. Consolidate all training databases and maintain master listing	Bogart, Silver	Completed

Goal II: Enhance consumer knowledge about their rights related to mental health services

Objective 1. Develop processes for provision of rights education to consumers and family members at DCH hospitals and centers	Responsible Parties	Status
A. Develop online training, based on the rights book, which can be used for education of consumers	Silver	Incomplete; Action step to be continued for 2004
B. Develop presentation on rights and the rights system which can be used for providing information to families members and guardians	Silver, Witcher	Not completed due to lack of staff resources
C. Pilot video presentation at selected site	Silver, Witcher	Not completed due to lack of staff resources
D. Develop training modules in the areas of PCP and Self-Determination	Silver	Not completed due to lack of staff resources

Goal III: Provide an annual educational conference for rights staff, consumers, and other professionals in rights related fields

Objective 1. Oversee the development and implementation of the 2003 Recipient Rights Conference	Responsible Parties	Status
A. Coordinate monthly steering committee meetings	Silver	Completed
B. Select theme	Silver and Committee	Completed
C. Select speakers	Silver and Committee	Completed
D. Coordinate Site Logistics	Silver and Micensky	Completed
E. Finalize arrangements with Speakers	Silver, Bogart, Micensky	Completed
F. Finalize AV arrangements	Micensky	Completed
G. Finalize off-site activity	Silver, Micensky	Completed
H. Review conference evaluations and prepare written summary	Bogart, Staton	Completed

Goal IV: Provide rights education, as required by the MHC, to staff of DCH Central Office

Objective 1. Develop processes for orientation of new Central Office DCH employees to the recipient rights system and the requirements of the Mental Health Code	Responsible Parties	Status
A. Develop computer-based training program	Silver	Incomplete; Action step to be continued for 2004
B. Conduct face-to-face training programs as required	Silver	Completed. Action step to be continued for 2004

Goal V: Provide rights education and information to staff at DCH operated Hospitals and Centers

Objective 1. Develop processes for orientation of staff at DCH operated Hospitals and Centers	Responsible Parties	Status
A. Develop computer-based informational program to be used at kiosks	Silver, Witcher	Incomplete due to lack of staffing and fiscal resources
B. Conduct face-to-face training programs as required	Rights Staff	Completed. Retain for FY 2003/2004

Goal VI: Miscellaneous

Objective 1. Collect and compile data for the annual report	Responsible Parties	Status
A. Receive monthly reports of training provided by DCH-ORR staff to consumers, DCH staff	Bogart	Completed
C. Receive monthly reports of new hire training received by DCH staff	Bogart	Completed
D. Compile training data received for incorporation into annual report	Bogart, Silver, Sobolewski	Completed
E. Incorporate data into Preliminary Annual Report	Sobolewski	Completed
		Completed

F. Submit Prelim. Annual Report to DCH Director	Sanford	
Objective 2. Continue development of coordinated educational opportunities between MDCH, CMH, and LPH/U Staff with MDCR staff	Responsible Parties	Status
A. Continue ongoing dialog to implement the next stage of educational events	Silver, Sanford, MDCR Staff	Completed
B. Develop and implement next stage of training	Silver, Sanford, MDCR Staff	Completed
Objective 3. Assist in the provision of educational opportunities to DCH-ORR staff	Responsible Parties	Status
A. Develop process for obtaining information on staff development	Baker, Witcher, Silver, Sobolewski	Deferred due to fiscal constraints
. Report staff development activity for inclusion into the annual report	Silver, Sobolewski, Bogart	Deferred due to fiscal constraints

ATTACHMENT C

COMMUNITY RIGHTS UNIT **GOALS FOR FY 2002-2003**

Goal I Assure a uniformly high standard in rights protection and promotion

Objective 1. - Conduct CMH rights system assessments	Responsible Parties	Status
A. Schedule CMH rights assessments	Churchill, Mishal	Completed.
B. Edit Attach. A and B for CMH assessments; format for electronic submission of A	Churchill, Mishal, Baker, Sobolewski	Completed.
C. Develop Attach. C regarding integrity of Ch. 7A process	Churchill, Mishal, Baker, Sobolewski	Not completed. Deferred to FY2003/04
D. Reformat interview questionnaires	Churchill, Mishal, Baker	Completed.
E. Mail notice, schedule and standards to CMH	Sanford, Staton	Completed.
F. Conduct assessments	Mishal, Churchill	Completed.
G. Participate in DCH-ORR Training Curricula	Mishal, Churchill, Baker, Sobolewski	Completed.
Objective 2. - Conduct ORR Field rights assessments	Responsible Parties	Status
A. Schedule Field rights assessments	Churchill, Mishal	Not Completed. Deferred to 2003/2004
B. Mail notice, schedule and standards to Field Manager, Rights Advisors and Hospital/Center Directors	Sanford, Staton	Not completed (See A. above)
C. Conduct assessments	Mishal ,Churchill	Not completed (See A. above)

Objective 3. - Conduct recipient rights roundtables	Responsible Parties	Status
A. Schedule rights roundtables for state and local rights office staff	Mishal, Churchill	Done
B. Send out notice of roundtables to state and local rights offices	Mishal, Churchill	Done

Goal II Effectively report on the status of rights protection systems in Michigan

Objective 1. - Trend and analyze statewide rights system data	Responsible Parties	Status
A. Determine standards most frequently in non-compliance	Mishal, Churchill, Baker, Sobolewski	Completed.
B. Determine patterns in complaint activity	Mishal, Churchill, Baker, Sobolewski	Completed.
C. Incorporate analysis into Preliminary Annual Report	Sobolewski	Completed.
E. Submit Prelim. Annual Report to DCH Director	Sanford	Completed.

ATTACHMENT D

Forensic Center

Complaint Summary by Category

1. Freedom from Abuse

Code	Category	Received	Investigation	Intervention	Substantiated
7221	Abuse Class I	1	1		1
7222	Abuse Class II	13	13		2
7223	Abuse Class III	20	20		1
7224	Sexual Abuse	3	3		0

2. Freedom from Neglect

Code	Category	Received	Investigation	Intervention	Substantiated
7225	Neglect Class I	1	1		0
7226	Neglect Class II	3	3		2
7227	Neglect Class III	9	9		6

3. Rights Protection System

Code	Category	Received	Investigation	Intervention	Substantiated
7760	Access to Rights System	1	0	1	0
7545	Retaliation/Harassment	0			
7060	Notice/Explanation of Rights	0			
7780	Complaint Investigation Process	2	0	2	0
7840	Appeal Process	0			
7880	Mediation	0			
7520	Failure to Report	0			
0772	Other (Describe)	0			

4. Admission/Discharge/Second Opinion

Code	Category	Received	Investigation	Intervention	Substantiated
7050	Second Opinion - Denial of Services	0			
4090	Second Opinion - Denial of Hospitalization	0			
4980	Objection to Hospitalization (minor)	0			
4190	Termination of Voluntary Hospitalization (adult)	0			
4630	Independent Clinical Examination	0			
4510	Court Hearing/Process	0			
0400	Other: (Describe)	1	0	1	0

5. Civil Rights

Code	Category	Received	Investigation	Intervention	Substantiated
7040	Dignity & Respect	33	31	2	3
7041	Discrimination	0			
7042	Accommodation	0			
7043	Privacy/Search	3	1	2	0
7044	Religious Practice	0			
7045	Voting	0			
7046	Sexual Expression	0			
7047	Presumption of Competency	0			
7048	Marriage/Divorce	0			
0704	Other (Describe)	0			

6. Family Rights

Code	Category	Received	Investigation	Intervention	Substantiated
7111	Dignity & Respect	0			
7112	Receipt of General Education Information	0			
7113	Opportunity to provide information	0			

7. Communication & Visits

Code	Category	Received	Investigation	Intervention	Substantiated
7261	Visitation	0			
7262	Contact with Attorneys or others regarding legal matters	0			
7263	Access to telephone	1	0	1	0
7264	Funds for postage, stationery, telephone usage	0			
7265	Written and posted limitations, if established	2	0	2	0
7266	Uncensored Mail	0			
7267	Access to entertainment materials, information, news	4	0	4	0
0726	Other: (Describe)	0			

8. Confidentiality/Privileged Communications/Disclosure

Code	Category	Received	Investigation	Intervention	Substantiated
7481	Access to Records	0			
7482	Copies of Records	0			
7483	Identification	0			
7484	Authorization to Release	1	0	1	0
7485	Withholding of Information	1	0	1	0
7486	Correction of Record	0			
7487	Access by P & A to records	0			
7501	Privileged Communication	1	1	0	0
0748	Other: (Describe)	0			

9. Treatment Environment

Code	Category	Received	Investigation	Intervention	Substantiated
7081	Safety	25	7	18	2
7082	Sanitary	6	0	6	1
7083	Humane	12	1	11	0
7084	Accessible	4	0	4	0
7085	Nutrition	13	1	12	0
7086	Least Restrictive Setting	0			
0708	Other: (Describe)	5	0	5	0

10. Freedom of Movement

Code	Category	Received	Investigation	Intervention	Substantiated
7400	Restraint	0			
7420	Seclusion	0			
7441	Building and grounds Access	9	1	8	1
7442	Limitations	7	1	6	0
0744	Other: (Describe)	0			

11. Financial Rights

Code	Category	Received	Investigation	Intervention	Substantiated
7301	Safeguarding Money	2	0	2	0
7302	Facility Account	7	0	7	0
7303	Easy Access to Money in Account	1	0	1	0
7304	Ability to Spend or Use as Desired	0			
7305	Delivery of Money upon Release	0			
7360	Labor & Compensation	2	0	2	0
0730	Other: (Describe)	3	0	3	0

12. Personal Property

Code	Category	Received	Investigation	Intervention	Substantiated
7281	Possession and Use	7	0	7	0
7282	Storage Space	0			
7283	Inspection at Reasonable Times	0			
7284	Search/Seizure	5	1	4	2
7285	Exclusions	0			
7286	Limitations	1	0	1	0
7287	Receipts to Recipient and to Designated Individual	1	0	1	0
7288	Waiver	0			
7289	Protection	5	0	5	0
0728	Other: (Describe)	7	0	7	0

13. Suitable Services

	Category	Received	Investigation	Intervention	Substantiated
7080	Treatment suited to condition	114	3	111	3
7049	Treatment by spiritual means	0			
7100	Physical and mental exams	3	0	3	0
7130	Choice of physician/mental health professional	1	0	1	0
7140	Notice of clinical status/progress	0			
7150	Services of mental health professional	0			
7003	Informed Consent	0			
7170	Electro Convulsive Therapy (ECT)	0			
7160	Surgery	0			
7158	Medication	18	0	18	0
7190	Notice of medication side effects	1	0	1	0
7180	Psychotropic Drugs	1	0	1	0
7029	Information on Family Planning	0			
0700	Other: (Describe)				

14. Treatment Planning

Code	Category	Received	Investigation	Intervention	Substantiated
7121	Person-Centered Process	0			
7122	Timely development	1	0	1	0
7123	Requests for Review	0			
7124	Participation by Individual(s) of choice	0			
7125	Assessment of Needs	0			
0712	Other: (Describe)	1	1	0	0

15. Photographs, Fingerprints, Audiotapes, One-way Glass

Code	Category	Received	Investigation	Intervention	Substantiated
7241	Prior Consent	0			
7242	Identification	0			
7243	Objection	0			
7244	Release to others/return	0			
7245	Storage/Destruction	0			
7246	Treatment	0			

16. Forensic Issues

Code	Category	Received	Investigation	Intervention	Substantiated
2020	Incompetent to Stand Trial (I.S.T.)	13	1	12	0
2050	Not Guilty by Reason of Insanity (N.G.R.I.)	4	0	4	0

subtotal 379 100 279 24

17. No Right Involved

Code	Category	Received
0000	No Right Involved	26

18. Outside Provider Jurisdiction

Code	Category	Received
0001	Outside Provider Jurisdiction	3

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Hawthorn Center

Complaint Summary by Category

1. Freedom from Abuse

Code	Category	Received	Investigation	Intervention	Substantiated
7221	Abuse Class I	1	1		0
7222	Abuse Class II	16	16		2
7223	Abuse Class III	2	2		0
7224	Sexual Abuse	0			

2. Freedom from Neglect

Code	Category	Received	Investigation	Intervention	Substantiated
7225	Neglect Class I	0			
7226	Neglect Class II	0			
7227	Neglect Class III	2	2		1

3. Rights Protection System

Code	Category	Received	Investigation	Intervention	Substantiated
7760	Access to Rights System	0			
7545	Retaliation/Harassment	1	1	0	1
7060	Notice/Explanation of Rights	0			
7780	Complaint Investigation Process	0			
7840	Appeal Process	0			
7880	Mediation	0			
7520	Failure to Report	0			
0772	Other (Describe)	0			

4. Admission/Discharge/Second Opinion

Code	Category	Received	Investigation	Intervention	Substantiated
7050	Second Opinion - Denial of Services	0			
4090	Second Opinion - Denial of Hospitalization	0			
4980	Objection to Hospitalization (minor)	2	0	2	0
4190	Termination of Voluntary Hospitalization (adult)	0			
4630	Independent Clinical Examination	0			
4510	Court Hearing/Process	0			
0400	Other: (Describe)	1	0	1	0

5. Civil Rights

Code	Category	Received	Investigation	Intervention	Substantiated
7040	Dignity & Respect	9	0	9	0
7041	Discrimination	0			
7042	Accommodation	0			
7043	Privacy/Search	0			
7044	Religious Practice	1	0	1	0
7045	Voting	0			
7046	Sexual Expression	0			
7047	Presumption of Competency	0			
7048	Marriage/Divorce	0			
0704	Other (Describe)	0			

6. Family Rights

Code	Category	Received	Investigation	Intervention	Substantiated
7111	Dignity & Respect	1	0	1	0
7112	Receipt of General Education Information	0			
7113	Opportunity to provide information	0			

7. Communication & Visits

Code	Category	Received	Investigation	Intervention	Substantiated
7261	Visitation	0			
7262	Contact with Attorneys or others regarding legal matters	0			
7263	Access to telephone	1	0	1	0
7264	Funds for postage, stationery, telephone usage	0			
7265	Written and posted limitations, if established	0			
7266	Uncensored Mail	0			
7267	Access to entertainment materials, information, news	2	0	2	0
0726	Other: (Describe)	0			

8. Confidentiality/Privileged Communications/Disclosure

Code	Category	Received	Investigation	Intervention	Substantiated
7481	Access to Records	0			
7482	Copies of Records	0			
7483	Identification	0			
7484	Authorization to Release	0			
7485	Withholding of Information	0			
7486	Correction of Record	0			
7487	Access by P & A to records	0			
7501	Privileged Communication	0			
0748	Other: (Describe)	1	0	1	0

9. Treatment Environment

Code	Category	Received	Investigation	Intervention	Substantiated
7081	Safety	23	2	21	0
7082	Sanitary	4	0	4	0
7083	Humane	10	0	10	1
7084	Accessible	0			
7085	Nutrition	7	0	7	0
7086	Least Restrictive Setting	1	0	1	0
0708	Other: (Describe)	0			

10. Freedom of Movement

Code	Category	Received	Investigation	Intervention	Substantiated
7400	Restraint	0			
7420	Seclusion	0			
7441	Building and grounds Access	1	0	1	0
7442	Limitations	0			
0744	Other: (Describe)	10	0	10	0

11. Financial Rights

Code	Category	Received	Investigation	Intervention	Substantiated
7301	Safeguarding Money	0			
7302	Facility Account	0			
7303	Easy Access to Money in Account	1	0	1	0
7304	Ability to Spend or Use as Desired	1	0	1	0
7305	Delivery of Money upon Release	0			
7360	Labor & Compensation	0			
0730	Other: (Describe)	1	0	1	0

12. Personal Property

Code	Category	Received	Investigation	Intervention	Substantiated
7281	Possession and Use	1	0	1	0
7282	Storage Space	1	0	1	0
7283	Inspection at Reasonable Times	0			
7284	Search/Seizure	0			
7285	Exclusions	0			
7286	Limitations	2	0	2	0
7287	Receipts to Recipient and to Designated Individual	0			
7288	Waiver	0			
7289	Protection	5	0	5	2
0728	Other: (Describe)	0			

13. Suitable Services

	Category	Received	Investigation	Intervention	Substantiated
7080	Treatment suited to condition	17	0	17	0
7049	Treatment by spiritual means	0			
7100	Physical and mental exams	1	0	1	0
7130	Choice of physician/mental health professional	0			
7140	Notice of clinical status/progress	1	0	1	0
7150	Services of mental health professional	0			
7003	Informed Consent	1	0	1	0
7170	Electro Convulsive Therapy (ECT)	0			
7160	Surgery	0			
7158	Medication	3	0	3	0
7190	Notice of medication side effects	0			
7180	Psychotropic Drugs	0			
7029	Information on Family Planning	0			
0700	Other: (Describe)				

14. Treatment Planning

Code	Category	Received	Investigation	Intervention	Substantiated
7121	Person-Centered Process	0			
7122	Timely development	1	0	1	0
7123	Requests for Review	2	0	2	0
7124	Participation by Individual(s) of choice	0			
7125	Assessment of Needs	0			
0712	Other: (Describe)	0			

15. Photographs, Fingerprints, Audiotapes, One-way Glass

Code	Category	Received	Investigation	Intervention	Substantiated
7241	Prior Consent	0			
7242	Identification	0			
7243	Objection	0			
7244	Release to others/return	0			
7245	Storage/Destruction	0			
7246	Treatment	0			

16. Forensic Issues

Code	Category	Received	Investigation	Intervention	Substantiated
2020	Incompetent to Stand Trial (I.S.T.)	0			
2050	Not Guilty by Reason of Insanity (N.G.R.I.)	0			

subtotal 134 24 110 7

17. No Right Involved

Code	Category	Received
0000	No Right Involved	1

18. Outside Provider Jurisdiction

Code	Category	
0001	Outside Provider Jurisdiction	1

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Kalamazoo Hospital

Complaint Summary by Category

1. Freedom from Abuse

Code	Category	Received	Investigation	Intervention	Substantiated
7221	Abuse Class I	0			
7222	Abuse Class II	8	8		3
7223	Abuse Class III	4	4		1
7224	Sexual Abuse	3	3		0

2. Freedom from Neglect

Code	Category	Received	Investigation	Intervention	Substantiated
7225	Neglect Class I	0			
7226	Neglect Class II	1	1		1
7227	Neglect Class III	0			

3. Rights Protection System

Code	Category	Received	Investigation	Intervention	Substantiated
7760	Access to Rights System	1	0	1	0
7545	Retaliation/Harassment	0			
7060	Notice/Explanation of Rights	0			
7780	Complaint Investigation Process	0			
7840	Appeal Process	0			
7880	Mediation	0			
7520	Failure to Report	0			
0772	Other (Describe)	0			

4. Admission/Discharge/Second Opinion

Code	Category	Received	Investigation	Intervention	Substantiated
7050	Second Opinion - Denial of Services	0			
4090	Second Opinion - Denial of Hospitalization	0			
4980	Objection to Hospitalization (minor)	0			
4190	Termination of Voluntary Hospitalization (adult)	1	0	1	0
4630	Independent Clinical Examination	0			
4510	Court Hearing/Process	3	0	3	0
0400	Other: (Describe)	0			

5. Civil Rights

Code	Category	Received	Investigation	Intervention	Substantiated
7040	Dignity & Respect	13	2	11	2
7041	Discrimination	0			
7042	Accommodation	0			
7043	Privacy/Search	0			
7044	Religious Practice	5	0	5	0
7045	Voting	0			
7046	Sexual Expression	0			
7047	Presumption of Competency	0			
7048	Marriage/Divorce	0			
0704	Other (Describe)	0			

6. Family Rights

Code	Category	Received	Investigation	Intervention	Substantiated
7111	Dignity & Respect	0			
7112	Receipt of General Education Information	0			
7113	Opportunity to provide information	0			

7. Communication & Visits

Code	Category	Received	Investigation	Intervention	Substantiated
7261	Visitation	3	0	3	0
7262	Contact with Attorneys or others regarding legal matters	0			
7263	Access to telephone	1	0	1	0
7264	Funds for postage, stationery, telephone usage	0			
7265	Written and posted limitations, if established	0			
7266	Uncensored Mail	0			
7267	Access to entertainment materials, information, news	1	0	1	0
0726	Other: (Describe)	0			

8. Confidentiality/Privileged Communications/Disclosure

Code	Category	Received	Investigation	Intervention	Substantiated
7481	Access to Records	0			
7482	Copies of Records	0			
7483	Identification	0			
7484	Authorization to Release	1	0	1	0
7485	Withholding of Information	0			
7486	Correction of Record	1	0	1	0
7487	Access by P & A to records	0			
7501	Privileged Communication	0			
0748	Other: (Describe)	0			

9. Treatment Environment

Code	Category	Received	Investigation	Intervention	Substantiated
7081	Safety	10	0	10	1
7082	Sanitary	1	0	1	0
7083	Humane	6	0	6	3
7084	Accessible	0			
7085	Nutrition	6	0	6	0
7086	Least Restrictive Setting	4	0	4	0
0708	Other: (Describe)	7	0	7	0

10. Freedom of Movement

Code	Category	Received	Investigation	Intervention	Substantiated
7400	Restraint	0			
7420	Seclusion	5	2	3	2
7441	Building and grounds Access	8	0	8	0
7442	Limitations	14	0	14	1
0744	Other: (Describe)	1	0	1	0

11. Financial Rights

Code	Category	Received	Investigation	Intervention	Substantiated
7301	Safeguarding Money	2	0	2	0
7302	Facility Account	0			
7303	Easy Access to Money in Account	2	0	2	0
7304	Ability to Spend or Use as Desired	0			
7305	Delivery of Money upon Release	1	0	1	0
7360	Labor & Compensation	2	0	2	0
0730	Other: (Describe)	0			

12. Personal Property

Code	Category	Received	Investigation	Intervention	Substantiated
7281	Possession and Use	9	0	9	0
7282	Storage Space	1	0	1	0
7283	Inspection at Reasonable Times	0			
7284	Search/Seizure	4	0	4	4
7285	Exclusions	0			
7286	Limitations	1	0	1	0
7287	Receipts to Recipient and to Designated Individual	0			
7288	Waiver	0			
7289	Protection	14	0	14	1
0728	Other: (Describe)	0			

13. Suitable Services

	Category	Received	Investigation	Intervention	Substantiated
7080	Treatment suited to condition	34	0	34	2
7049	Treatment by spiritual means	1	0	1	0
7100	Physical and mental exams	0			
7130	Choice of physician/mental health professional	0			
7140	Notice of clinical status/progress	0			
7150	Services of mental health professional	0			
7003	Informed Consent	1	0	1	1
7170	Electro Convulsive Therapy (ECT)	0			
7160	Surgery	0			
7158	Medication	3	0	3	0
7190	Notice of medication side effects	0			
7180	Psychotropic Drugs	5	0	5	0
7029	Information on Family Planning	0			
0700	Other: (Describe)	1	0	1	0

14. Treatment Planning

Code	Category	Received	Investigation	Intervention	Substantiated
7121	Person-Centered Process	2	0	2	0
7122	Timely development	0			
7123	Requests for Review	0			
7124	Participation by Individual(s) of choice	0			
7125	Assessment of Needs	0			
0712	Other: (Describe)	0			

15. Photographs, Fingerprints, Audiotapes, One-way Glass

Code	Category	Received	Investigation	Intervention	Substantiated
7241	Prior Consent	0			
7242	Identification	0			
7243	Objection	0			
7244	Release to others/return	0			
7245	Storage/Destruction	0			
7246	Treatment	0			

16. Forensic Issues

Code	Category	Received	Investigation	Intervention	Substantiated
2020	Incompetent to Stand Trial (I.S.T.)	4	0	4	0
2050	Not Guilty by Reason of Insanity (N.G.R.I.)	0			

subtotal 195 20 175 22

17. No Right Involved

Code	Category	Received
0000	No Right Involved	71

18. Outside Provider Jurisdiction

Code	Category	
0001	Outside Provider Jurisdiction	10

276

Mt Pleasant Psychiatric Hospital

Complaint Summary by Category

1. Freedom from Abuse

Code	Category	Received	Investigation	Intervention	Substantiated
7221	Abuse Class I	0			
7222	Abuse Class II	47	47		7
7223	Abuse Class III	19	19		3
7224	Sexual Abuse	0			

2. Freedom from Neglect

Code	Category	Received	Investigation	Intervention	Substantiated
7225	Neglect Class I	3	3		3
7226	Neglect Class II	5	5		1
7227	Neglect Class III	17	17		13

3. Rights Protection System

Code	Category	Received	Investigation	Intervention	Substantiated
7760	Access to Rights System	2	0	2	0
7545	Retaliation/Harassment	3	2	1	0
7060	Notice/Explanation of Rights	0			
7780	Complaint Investigation Process	0			
7840	Appeal Process	0			
7880	Mediation	0			
7520	Failure to Report	1	0	1	1
0772	Other (Describe)	0			

4. Admission/Discharge/Second Opinion

Code	Category	Received	Investigation	Intervention	Substantiated
7050	Second Opinion - Denial of Services	0			
4090	Second Opinion - Denial of Hospitalization	0			
4980	Objection to Hospitalization (minor)	0			
4190	Termination of Voluntary Hospitalization (adult)	1	0	1	0
4630	Independent Clinical Examination	0			
4510	Court Hearing/Process	0			
0400	Other: (Describe)	3	0	3	0

5. Civil Rights

Code	Category	Received	Investigation	Intervention	Substantiated
7040	Dignity & Respect	23	6	17	5
7041	Discrimination	0			
7042	Accommodation	0			
7043	Privacy/Search	2	0	2	0
7044	Religious Practice	2	0	2	0
7045	Voting	0			
7046	Sexual Expression	0			
7047	Presumption of Competency	0			
7048	Marriage/Divorce	0			
0704	Other (Describe)	1	0	1	0

6. Family Rights

Code	Category	Received	Investigation	Intervention	Substantiated
7111	Dignity & Respect	0			
7112	Receipt of General Education Information	0			
7113	Opportunity to provide information	0			

7. Communication & Visits

Code	Category	Received	Investigation	Intervention	Substantiated
7261	Visitation	1	0	1	0
7262	Contact with Attorneys or others regarding legal matters	0			
7263	Access to telephone	21	0	21	0
7264	Funds for postage, stationery, telephone usage	0			
7265	Written and posted limitations, if established	0			
7266	Uncensored Mail	0			
7267	Access to entertainment materials, information, news	15	0	15	0
0726	Other: (Describe)	8	0	8	0

8. Confidentiality/Privileged Communications/Disclosure

Code	Category	Received	Investigation	Intervention	Substantiated
7481	Access to Records	1	0	1	0
7482	Copies of Records	0			
7483	Identification	0			
7484	Authorization to Release	0			
7485	Withholding of Information	0			
7486	Correction of Record	0			
7487	Access by P & A to records	0			
7501	Privileged Communication	0			
0748	Other: (Describe)	0			

9. Treatment Environment

Code	Category	Received	Investigation	Intervention	Substantiated
7081	Safety	0			
7082	Sanitary	6	0	6	0
7083	Humane	122	0	122	0
7084	Accessible	0			
7085	Nutrition	28	0	28	0
7086	Least Restrictive Setting	0			
0708	Other: (Describe)	3	0	3	0

10. Freedom of Movement

Code	Category	Received	Investigation	Intervention	Substantiated
7400	Restraint	1	0	1	0
7420	Seclusion	0			
7441	Building and grounds Access	3	0	3	0
7442	Limitations	1	0	1	0
0744	Other: (Describe)	4	0	4	0

11. Financial Rights

Code	Category	Received	Investigation	Intervention	Substantiated
7301	Safeguarding Money	1	0	1	0
7302	Facility Account	0			
7303	Easy Access to Money in Account	2	0	2	0
7304	Ability to Spend or Use as Desired	3	0	3	0
7305	Delivery of Money upon Release	0			
7360	Labor & Compensation	1	0	1	0
0730	Other: (Describe)	13	1	12	1

12. Personal Property

Code	Category	Received	Investigation	Intervention	Substantiated
7281	Possession and Use	13	0	13	0
7282	Storage Space	1	0	1	0
7283	Inspection at Reasonable Times	0			
7284	Search/Seizure	0			
7285	Exclusions	0			
7286	Limitations	0			
7287	Receipts to Recipient and to Designated Individual	0			
7288	Waiver	0			
7289	Protection	3	0	3	0
0728	Other: (Describe)	29	0	29	0

13. Suitable Services

	Category	Received	Investigation	Intervention	Substantiated
7080	Treatment suited to condition	101	7	94	5
7049	Treatment by spiritual means	115	6	109	0
7100	Physical and mental exams	1	0	1	0
7130	Choice of physician/mental health professional	0			
7140	Notice of clinical status/progress	0			
7150	Services of mental health professional	0			
7003	Informed Consent	0			
7170	Electro Convulsive Therapy (ECT)	0			
7160	Surgery	0			
7158	Medication	5	0	5	0
7190	Notice of medication side effects	0			
7180	Psychotropic Drugs	0			
7029	Information on Family Planning	0			
0700	Other: (Describe)	3	0	3	0

14. Treatment Planning

Code	Category	Received	Investigation	Intervention	Substantiated
7121	Person-Centered Process	0			
7122	Timely development	0			
7123	Requests for Review	0			
7124	Participation by Individual(s) of choice	0			
7125	Assessment of Needs	0			
0712	Other: (Describe)	1	0	1	0

15. Photographs, Fingerprints, Audiotapes, One-way Glass

Code	Category	Received	Investigation	Intervention	Substantiated
7241	Prior Consent	0			
7242	Identification	0			
7243	Objection	0			
7244	Release to others/return	0			
7245	Storage/Destruction	0			
7246	Treatment	0			

16. Forensic Issues

Code	Category	Received	Investigation	Intervention	Substantiated
2020	Incompetent to Stand Trial (I.S.T.)	0			
2050	Not Guilty by Reason of Insanity (N.G.R.I.)	0			

subtotal 635 113 522 39

17. No Right Involved

Code	Category	Received
0000	No Right Involved	6

18. Outside Provider Jurisdiction

Code	Category	
0001	Outside Provider Jurisdiction	15

656

Northville Psychiatric Hospital

Complaint Summary by Category

1. Freedom from Abuse

Code	Category	Received	Investigation	Intervention	Substantiated
7221	Abuse Class I	0			
7222	Abuse Class II	22	22		0
7223	Abuse Class III	13	13		2
7224	Sexual Abuse	2	2		0

2. Freedom from Neglect

Code	Category	Received	Investigation	Intervention	Substantiated
7225	Neglect Class I	0			
7226	Neglect Class II	0			
7227	Neglect Class III	0			

3. Rights Protection System

Code	Category	Received	Investigation	Intervention	Substantiated
7760	Access to Rights System	0			
7545	Retaliation/Harassment	0			
7060	Notice/Explanation of Rights	0			
7780	Complaint Investigation Process	0			
7840	Appeal Process	0			
7880	Mediation	0			
7520	Failure to Report	0			
0772	Other (Describe)	0			

4. Admission/Discharge/Second Opinion

Code	Category	Received	Investigation	Intervention	Substantiated
7050	Second Opinion - Denial of Services	0			
4090	Second Opinion - Denial of Hospitalization	0			
4980	Objection to Hospitalization (minor)	0			
4190	Termination of Voluntary Hospitalization (adult)	0			
4630	Independent Clinical Examination	0			
4510	Court Hearing/Process	6	1	5	0
0400	Other: (Describe)	22	0	22	0

5. Civil Rights

Code	Category	Received	Investigation	Intervention	Substantiated
7040	Dignity & Respect	14	1	13	1
7041	Discrimination	0			
7042	Accommodation	0			
7043	Privacy/Search	0			
7044	Religious Practice	0			
7045	Voting	0			
7046	Sexual Expression	0			
7047	Presumption of Competency	0			
7048	Marriage/Divorce	0			
0704	Other (Describe)	0			

6. Family Rights

Code	Category	Received	Investigation	Intervention	Substantiated
7111	Dignity & Respect	0			
7112	Receipt of General Education Information	0			
7113	Opportunity to provide information	0			

7. Communication & Visits

Code	Category	Received	Investigation	Intervention	Substantiated
7261	Visitation	1	0	1	0
7262	Contact with Attorneys or others regarding legal matters	0			
7263	Access to telephone	1	0	1	0
7264	Funds for postage, stationery, telephone usage	0			
7265	Written and posted limitations, if established	0			
7266	Uncensored Mail	1	0	1	0
7267	Access to entertainment materials, information, news	1	0	1	0
0726	Other: (Describe)	3	0	3	0

8. Confidentiality/Privileged Communications/Disclosure

Code	Category	Received	Investigation	Intervention	Substantiated
7481	Access to Records	0			
7482	Copies of Records	1	0	1	0
7483	Identification	0			
7484	Authorization to Release	0			
7485	Withholding of Information	0			
7486	Correction of Record	0			
7487	Access by P & A to records	0			
7501	Privileged Communication	0			
0748	Other: (Describe)	0			

9. Treatment Environment

Code	Category	Received	Investigation	Intervention	Substantiated
7081	Safety	11	3	8	1
7082	Sanitary	0			
7083	Humane	7	1	6	0
7084	Accessible	1	0	1	0
7085	Nutrition	8	0	8	0
7086	Least Restrictive Setting	2	0	2	0
0708	Other: (Describe)	5	0	5	0

10. Freedom of Movement

Code	Category	Received	Investigation	Intervention	Substantiated
7400	Restraint	0			
7420	Seclusion	0			
7441	Building and grounds Access	3	0	3	0
7442	Limitations	12	0	12	0
0744	Other: (Describe)	3	0	3	0

11. Financial Rights

Code	Category	Received	Investigation	Intervention	Substantiated
7301	Safeguarding Money	2	0	2	0
7302	Facility Account	0			
7303	Easy Access to Money in Account	2	0	2	0
7304	Ability to Spend or Use as Desired	0			
7305	Delivery of Money upon Release	0			
7360	Labor & Compensation	0			
0730	Other: (Describe)	3	0	3	0

12. Personal Property

Code	Category	Received	Investigation	Intervention	Substantiated
7281	Possession and Use	1	0	1	0
7282	Storage Space	0			
7283	Inspection at Reasonable Times	0			
7284	Search/Seizure	0			
7285	Exclusions	0			
7286	Limitations	0			
7287	Receipts to Recipient and to Designated Individual	0			
7288	Waiver	0			
7289	Protection	18	1	17	5
0728	Other: (Describe)	4	0	4	1

13. Suitable Services

	Category	Received	Investigation	Intervention	Substantiated
7080	Treatment suited to condition	30	4	26	1
7049	Treatment by spiritual means	0			
7100	Physical and mental exams	0			
7130	Choice of physician/mental health professional	1	0	1	0
7140	Notice of clinical status/progress	1	0	1	0
7150	Services of mental health professional	1	0	1	0
7003	Informed Consent	0			
7170	Electro Convulsive Therapy (ECT)	0			
7160	Surgery	0			
7158	Medication	13	0	13	0
7190	Notice of medication side effects	0			
7180	Psychotropic Drugs	0			
7029	Information on Family Planning	0			
0700	Other: (Describe)	3	0	3	0

14. Treatment Planning

Code	Category	Received	Investigation	Intervention	Substantiated
7121	Person-Centered Process	2	1	1	1
7122	Timely development	0			
7123	Requests for Review	0			
7124	Participation by Individual(s) of choice	0			
7125	Assessment of Needs	0			
0712	Other: (Describe)	0			

15. Photographs, Fingerprints, Audiotapes, One-way Glass

Code	Category	Received	Investigation	Intervention	Substantiated
7241	Prior Consent	0			
7242	Identification	0			
7243	Objection	0			
7244	Release to others/return	0			
7245	Storage/Destruction	0			
7246	Treatment	0			

16. Forensic Issues

Code	Category	Received	Investigation	Intervention	Substantiated
2020	Incompetent to Stand Trial (I.S.T.)	0			
2050	Not Guilty by Reason of Insanity (N.G.R.I.)	0			

subtotal 220 49 171 12

17. No Right Involved

Code	Category	Received
0000	No Right Involved	13

18. Outside Provider Jurisdiction

Code	Category	
0001	Outside Provider Jurisdiction	9

Caro Psychiatric Hospital

Complaint Summary by Category

1. Freedom from Abuse

Code	Category	Received	Investigation	Intervention	Substantiated
7221	Abuse Class I	1	1		0
7222	Abuse Class II	64	64		3
7223	Abuse Class III	23	23		3
7224	Sexual Abuse	22	22		0

2. Freedom from Neglect

Code	Category	Received	Investigation	Intervention	Substantiated
7225	Neglect Class I	1	1		0
7226	Neglect Class II	1	1		1
7227	Neglect Class III	1	1		1

3. Rights Protection System

Code	Category	Received	Investigation	Intervention	Substantiated
7760	Access to Rights System	4	0	4	0
7545	Retaliation/Harassment	3	0	3	0
7060	Notice/Explanation of Rights	1	0	1	0
7780	Complaint Investigation Process	0			
7840	Appeal Process	0			
7880	Mediation	0			
7520	Failure to Report	0			
0772	Other (Describe)	1	0	1	0

4. Admission/Discharge/Second Opinion

Code	Category	Received	Investigation	Intervention	Substantiated
7050	Second Opinion - Denial of Services	0			
4090	Second Opinion - Denial of Hospitalization	0			
4980	Objection to Hospitalization (minor)	0			
4190	Termination of Voluntary Hospitalization (adult)	0			
4630	Independent Clinical Examination	1	0	1	0
4510	Court Hearing/Process	3	0	3	0
0400	Other: (Describe)	1	0	1	0

5. Civil Rights

Code	Category	Received	Investigation	Intervention	Substantiated
7040	Dignity & Respect	59	5	54	8
7041	Discrimination	1	1	0	0
7042	Accommodation	0			
7043	Privacy/Search	2	1	1	1
7044	Religious Practice	1	1	0	0
7045	Voting	0			
7046	Sexual Expression	0			
7047	Presumption of Competency	0			
7048	Marriage/Divorce	0			
0704	Other (Describe)	0			

6. Family Rights

Code	Category	Received	Investigation	Intervention	Substantiated
7111	Dignity & Respect	2	2	0	1
7112	Receipt of General Education Information	0			
7113	Opportunity to provide information	0			

7. Communication & Visits

Code	Category	Received	Investigation	Intervention	Substantiated
7261	Visitation	5	0	5	1
7262	Contact with Attorneys or others regarding legal matters	2	0	2	0
7263	Access to telephone	23	0	23	3
7264	Funds for postage, stationery, telephone usage	1	0	1	0
7265	Written and posted limitations, if established	0			
7266	Uncensored Mail	5	0	5	0
7267	Access to entertainment materials, information, news	6	0	6	1
0726	Other: (Describe)	4	0	4	0

8. Confidentiality/Privileged Communications/Disclosure

Code	Category	Received	Investigation	Intervention	Substantiated
7481	Access to Records	4	0	4	0
7482	Copies of Records	3	0	3	0
7483	Identification	0			
7484	Authorization to Release	1	0	1	0
7485	Withholding of Information	0			
7486	Correction of Record	9	0	9	0
7487	Access by P & A to records	0			
7501	Privileged Communication	0			
0748	Other: (Describe)	4	1	3	0

9. Treatment Environment

Code	Category	Received	Investigation	Intervention	Substantiated
7081	Safety	30	2	28	3
7082	Sanitary	17	0	17	7
7083	Humane	32	0	32	3
7084	Accessible	0			
7085	Nutrition	17	0	17	2
7086	Least Restrictive Setting	7	0	7	1
0708	Other: (Describe)	6	0	6	0

10. Freedom of Movement

Code	Category	Received	Investigation	Intervention	Substantiated
7400	Restraint	0			
7420	Seclusion	0			
7441	Building and grounds Access	21	0	21	0
7442	Limitations	14	0	14	0
0744	Other: (Describe)	1	0	1	0

11. Financial Rights

Code	Category	Received	Investigation	Intervention	Substantiated
7301	Safeguarding Money	3	0	3	0
7302	Facility Account	2	0	2	1
7303	Easy Access to Money in Account	2	0	2	0
7304	Ability to Spend or Use as Desired	3	1	2	0
7305	Delivery of Money upon Release	0			
7360	Labor & Compensation	4	0	4	0
0730	Other: (Describe)	0			

12. Personal Property

Code	Category	Received	Investigation	Intervention	Substantiated
7281	Possession and Use	25	0	25	2
7282	Storage Space	0			
7283	Inspection at Reasonable Times	0			
7284	Search/Seizure	3	0	3	0
7285	Exclusions	0			
7286	Limitations	0			
7287	Receipts to Recipient and to Designated Individual	0			
7288	Waiver	0			
7289	Protection	19	0	19	1
0728	Other: (Describe)	0			

13. Suitable Services

	Category	Received	Investigation	Intervention	Substantiated
7080	Treatment suited to condition	152	1	151	3
7049	Treatment by spiritual means	0			
7100	Physical and mental exams	0			
7130	Choice of physician/mental health professional	13	0	13	0
7140	Notice of clinical status/progress	0			
7150	Services of mental health professional	3	0	3	0
7003	Informed Consent	0			
7170	Electro Convulsive Therapy (ECT)	0			
7160	Surgery	0			
7158	Medication	39	0	39	1
7190	Notice of medication side effects	0			
7180	Psychotropic Drugs	1	0	1	0
7029	Information on Family Planning	0			
0700	Other: (Describe)				

14. Treatment Planning

Code	Category	Received	Investigation	Intervention	Substantiated
7121	Person-Centered Process	3	1	2	0
7122	Timely development	0			
7123	Requests for Review	0			
7124	Participation by Individual(s) of choice	0			
7125	Assessment of Needs	4	0	4	0
0712	Other: (Describe)	2	0	2	0

15. Photographs, Fingerprints, Audiotapes, One-way Glass

Code	Category	Received	Investigation	Intervention	Substantiated
7241	Prior Consent	0			
7242	Identification	0			
7243	Objection	0			
7244	Release to others/return	0			
7245	Storage/Destruction	0			
7246	Treatment	0			

16. Forensic Issues

Code	Category	Received	Investigation	Intervention	Substantiated
2020	Incompetent to Stand Trial (I.S.T.)	9	0	9	1
2050	Not Guilty by Reason of Insanity (N.G.R.I.)	8	0	8	0

subtotal 699 129 570 48

17. No Right Involved

Code	Category	Received
0000	No Right Involved	93

18. Outside Provider Jurisdiction

Code	Category	
0001	Outside Provider Jurisdiction	23

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Walter Reuther Hospital

Complaint Summary by Category

1. Freedom from Abuse

Code	Category	Received	Investigation	Intervention	Substantiated
7221	Abuse Class I	0			
7222	Abuse Class II	20	20		1
7223	Abuse Class III	24	24		1
7224	Sexual Abuse	2	2		0

2. Freedom from Neglect

Code	Category	Received	Investigation	Intervention	Substantiated
7225	Neglect Class I	0			
7226	Neglect Class II	0			
7227	Neglect Class III	2	2		2

3. Rights Protection System

Code	Category	Received	Investigation	Intervention	Substantiated
7760	Access to Rights System	0			
7545	Retaliation/Harassment	0			
7060	Notice/Explanation of Rights	0			
7780	Complaint Investigation Process	0			
7840	Appeal Process	0			
7880	Mediation	0			
7520	Failure to Report	0			
0772	Other (Describe)	0			

4. Admission/Discharge/Second Opinion

Code	Category	Received	Investigation	Intervention	Substantiated
7050	Second Opinion - Denial of Services	0			
4090	Second Opinion - Denial of Hospitalization	0			
4980	Objection to Hospitalization (minor)	0			
4190	Termination of Voluntary Hospitalization (adult)	0			
4630	Independent Clinical Examination	0			
4510	Court Hearing/Process	29	0	29	0
0400	Other: (Describe)	22	0	22	0

5. Civil Rights

Code	Category	Received	Investigation	Intervention	Substantiated
7040	Dignity & Respect	30	12	18	0
7041	Discrimination	0			
7042	Accommodation	0			
7043	Privacy/Search	2	0	2	0
7044	Religious Practice	1	0	1	0
7045	Voting	0			
7046	Sexual Expression	0			
7047	Presumption of Competency	0			
7048	Marriage/Divorce	0			
0704	Other (Describe)	0			

6. Family Rights

Code	Category	Received	Investigation	Intervention	Substantiated
7111	Dignity & Respect	3	3	0	0
7112	Receipt of General Education Information	0			
7113	Opportunity to provide information	0			

7. Communication & Visits

Code	Category	Received	Investigation	Intervention	Substantiated
7261	Visitation	1	0	1	0
7262	Contact with Attorneys or others regarding legal matters	0			
7263	Access to telephone	1	0	1	0
7264	Funds for postage, stationery, telephone usage	0			
7265	Written and posted limitations, if established	0			
7266	Uncensored Mail	1	0	1	0
7267	Access to entertainment materials, information, news	2	0	2	0
0726	Other: (Describe)	2	0	2	0

8. Confidentiality/Privileged Communications/Disclosure

Code	Category	Received	Investigation	Intervention	Substantiated
7481	Access to Records	6	0	6	0
7482	Copies of Records	1	0	1	0
7483	Identification	0			
7484	Authorization to Release	0			
7485	Withholding of Information	0			
7486	Correction of Record	0			
7487	Access by P & A to records	0			
7501	Privileged Communication	0			
0748	Other: (Describe)	3	0	3	1

9. Treatment Environment

Code	Category	Received	Investigation	Intervention	Substantiated
7081	Safety	27	8	19	6
7082	Sanitary	4	0	4	0
7083	Humane	4	0	4	0
7084	Accessible	0			
7085	Nutrition	21	0	21	0
7086	Least Restrictive Setting	1	0	1	0
0708	Other: (Describe)	12	0	12	2

10. Freedom of Movement

Code	Category	Received	Investigation	Intervention	Substantiated
7400	Restraint	1	1	0	0
7420	Seclusion	0			
7441	Building and grounds Access	46	0	46	0
7442	Limitations	19	0	19	0
0744	Other: (Describe)	5	0	5	0

11. Financial Rights

Code	Category	Received	Investigation	Intervention	Substantiated
7301	Safeguarding Money	0			
7302	Facility Account	0			
7303	Easy Access to Money in Account	3	0	3	0
7304	Ability to Spend or Use as Desired	0			
7305	Delivery of Money upon Release	1	0	1	0
7360	Labor & Compensation	0			
0730	Other: (Describe)	17	0	17	0

12. Personal Property

Code	Category	Received	Investigation	Intervention	Substantiated
7281	Possession and Use	6	0	6	0
7282	Storage Space	0			
7283	Inspection at Reasonable Times	1	0	1	0
7284	Search/Seizure	2	1	1	1
7285	Exclusions	0			
7286	Limitations	2	0	2	0
7287	Receipts to Recipient and to Designated Individual	0			
7288	Waiver	0			
7289	Protection	15	0	15	1
0728	Other: (Describe)	35	0	35	7

13. Suitable Services

	Category	Received	Investigation	Intervention	Substantiated
7080	Treatment suited to condition	62	2	60	0
7049	Treatment by spiritual means	0			
7100	Physical and mental exams	0			
7130	Choice of physician/mental health professional	3	0	3	0
7140	Notice of clinical status/progress	0			
7150	Services of mental health professional	0			
7003	Informed Consent	0			
7170	Electro Convulsive Therapy (ECT)	0			
7160	Surgery	0			
7158	Medication	28	0	28	0
7190	Notice of medication side effects	0			
7180	Psychotropic Drugs	0			
7029	Information on Family Planning	0			
0700	Other: (Describe)	8	0	8	0

14. Treatment Planning

Code	Category	Received	Investigation	Intervention	Substantiated
7121	Person-Centered Process	0			
7122	Timely development	0			
7123	Requests for Review	0			
7124	Participation by Individual(s) of choice	0			
7125	Assessment of Needs	0			
0712	Other: (Describe)	1	0	1	0

15. Photographs, Fingerprints, Audiotapes, One-way Glass

Code	Category	Received	Investigation	Intervention	Substantiated
7241	Prior Consent	0			
7242	Identification	1	0	1	0
7243	Objection	1	0	1	0
7244	Release to others/return	0			
7245	Storage/Destruction	0			
7246	Treatment	0			

16. Forensic Issues

Code	Category	Received	Investigation	Intervention	Substantiated
2020	Incompetent to Stand Trial (I.S.T.)	0			
2050	Not Guilty by Reason of Insanity (N.G.R.I.)	0			

subtotal 478 75 403 22

17. No Right Involved

Code	Category	Received
0000	No Right Involved	106

18. Outside Provider Jurisdiction

Code	Category	
0001	Outside Provider Jurisdiction	5

589

ATTACHMENT E

All CMHSP Programs

Complaint Summary by Category

1. Freedom from Abuse

Code	Category	Received	Investigation	Intervention	Substantiated
7221	Abuse Class I	53	53		12
7222	Abuse Class II	722	722		207
7223	Abuse Class III	501	501		189
7224	Sexual Abuse	78	78		9

2. Freedom from Neglect

Code	Category	Received	Investigation	Intervention	Substantiated
7225	Neglect Class I	104	104		27
7226	Neglect Class II	250	250		119
7227	Neglect Class III	1078	1078		587

3. Rights Protection System

Code	Category	Received	Investigation	Intervention	Substantiated
7760	Access to Rights System	11	5	6	6
7545	Retaliation/Harassment	23	17	6	5
7060	Notice/Explanation of Rights	5	4	1	2
7780	Complaint Investigation Process	9	8	1	6
7840	Appeal Process	4	2	2	2
7880	Mediation	0	0	0	0
7520	Failure to Report	103	90	13	73
0772	Other (Describe)	19	19	0	16

4. Admission/Discharge/Second Opinion

Code	Category	Received	Investigation	Intervention	Substantiated
7050	Second Opinion - Denial of Services	16	6	10	0
4090	Second Opinion - Denial of Hospitalization	5	2	3	1
4980	Objection to Hospitalization (minor)	1	0	1	1
4190	Termination of Voluntary Hospitalization (adult)	4	1	3	0
4630	Independent Clinical Examination	0	0	0	0
4510	Court Hearing/Process	5	1	4	1
0400	Other: (Describe)	7	1	6	0

5. Civil Rights

Code	Category	Received	Investigation	Intervention	Substantiated
7040	Dignity & Respect	1000	620	380	342
7041	Discrimination	15	5	10	2
7042	Accommodation	15	2	13	9
7043	Privacy/Search	12	5	7	3
7044	Religious Practice	19	6	13	1
7045	Voting	0	0	0	0
7046	Sexual Expression	0	0	0	0
7047	Presumption of Competency	1	1	0	1
7048	Marriage/Divorce	0	0	0	0
0704	Other (Describe)	14	7	7	4

6. Family Rights

Code	Category	Received	Investigation	Intervention	Substantiated
7111	Dignity & Respect	63	40	23	17
7112	Receipt of General Education Information	1	1	0	1
7113	Opportunity to provide information	3	2	1	1

7. Communication & Visits

Code	Category	Received	Investigation	Intervention	Substantiated
7261	Visitation	17	7	10	8
7262	Contact with Attorneys or others regarding legal matters	7	0	7	0
7263	Access to telephone	55	23	32	6
7264	Funds for postage, stationery, telephone usage	2	0	2	0
7265	Written and posted limitations, if established	2	0	2	0
7266	Uncensored Mail	14	2	12	3
7267	Access to entertainment materials, information, news	33	0	33	11
0726	Other: (Describe)	4	1	3	3

8. Confidentiality/Privileged Communications/Disclosure

Code	Category	Received	Investigation	Intervention	Substantiated
7481	Access to Records	110	57	53	49
7482	Copies of Records	9	4	5	5
7483	Identification	67	43	24	37
7484	Authorization to Release	75	33	42	28
7485	Withholding of Information	3	2	1	1
7486	Correction of Record	11	2	9	1
7487	Access by P & A to records	0	0	0	0
7501	Privileged Communication	19	10	9	10
0748	Other: (Describe)	34	21	13	19

9. Treatment Environment

Code	Category	Received	Investigation	Intervention	Substantiated
7081	Safety	527	259	268	190
7082	Sanitary	133	38	95	52
7083	Humane	81	38	43	28
7084	Accessible	12	1	11	6
7085	Nutrition	61	19	42	9
7086	Least Restrictive Setting	30	5	25	4
0708	Other: (Describe)	20	4	16	3

10. Freedom of Movement

Code	Category	Received	Investigation	Intervention	Substantiated
7400	Restraint	22	19	3	14
7420	Seclusion	20	17	3	7
7441	Building and grounds Access	13	8	5	8
7442	Limitations	26	14	12	9
0744	Other: (Describe)	6	2	4	2

11. Financial Rights

Code	Category	Received	Investigation	Intervention	Substantiated
7301	Safeguarding Money	45	27	18	18
7302	Facility Account	6	4	2	3
7303	Easy Access to Money in Account	21	2	19	4
7304	Ability to Spend or Use as Desired	20	2	18	0
7305	Delivery of Money upon Release	2	0	2	0
7360	Labor & Compensation	17	13	4	9
0730	Other: (Describe)	13	7	6	2

12. Personal Property

Code	Category	Received	Investigation	Intervention	Substantiated
7281	Possession and Use	69	45	24	21
7282	Storage Space	4	0	4	0
7283	Inspection at Reasonable Times	0	0	0	0
7284	Search/Seizure	7	3	4	3
7285	Exclusions	1	0	1	0
7286	Limitations	0	0	0	0
7287	Receipts to Recipient and to Designated Individual	3	2	1	1
7288	Waiver	0	0	0	0
7289	Protection	36	9	27	8
0728	Other: (Describe)	19	12	7	8

13. Suitable Services

Code	Category	Received	Investigation	Intervention	Substantiated
7080	Treatment suited to condition	1298	721	577	384
7049	Treatment by spiritual means	0	0	0	0
7100	Physical and mental exams	22	0	22	0
7130	Choice of physician/mental health professional	49	15	34	1
7140	Notice of clinical status/progress	2	0	2	1
7150	Services of mental health professional	25	2	23	3
7003	Informed Consent	10	5	5	5
7170	Electro Convulsive Therapy (ECT)	0	0	0	0
7160	Surgery	0	0	0	0
7158	Medication	202	53	149	37
7190	Notice of medication side effects	4	1	3	2
7180	Psychotropic Drugs	2	1	1	1
7029	Information on Family Planning	0	0	0	0
0700	Other: (Describe)	30	13	17	10

14. Treatment Planning

Code	Category	Received	Investigation	Intervention	Substantiated
7121	Person-Centered Process	89	57	32	30
7122	Timely development	12	9	3	8
7123	Requests for Review	4	4	0	0
7124	Participation by Individual(s) of choice	2	2	0	1
7125	Assessment of Needs	9	5	4	3
0712	Other: (Describe)	36	28	8	10

15. Photographs, Fingerprints, Audiotapes, One-way Glass

Code	Category	Received	Investigation	Intervention	Substantiated
7241	Prior Consent	4	3	1	2
7242	Identification	0	0	0	0
7243	Objection	5	4	1	1
7244	Release to others/return	0	0	0	0
7245	Storage/Destruction	0	0	0	0
7246	Treatment	1	0	1	0

16. Forensic Issues

Code	Category	Received	Investigation	Intervention	Substantiated
2020	Incompetent to Stand Trial (I.S.T.)	0	0	0	0
2050	Not Guilty by Reason of Insanity (N.G.R.I.)	0	0	0	0

sub total 7623 5309 2314 2733

17. No Right Involved

Code	Category	Received
0000	No Right Involved	815

18. Outside Provider Jurisdiction

Code	Category	Received
0001	Outside Provider Jurisdiction	648

9086

ATTACHMENT F

All LPH/U Programs

Complaint Summary by Category

1. Freedom from Abuse

Code	Category	Received	Investigation	Intervention	Substantiated
7221	Abuse Class I	5	5		0
7222	Abuse Class II	68	68		11
7223	Abuse Class III	22	22		6
7224	Sexual Abuse	26	26		1

2. Freedom from Neglect

Code	Category	Received	Investigation	Intervention	Substantiated
7225	Neglect Class I	11	11		0
7226	Neglect Class II	23	23		12
7227	Neglect Class III	27	27		13

3. Rights Protection System

Code	Category	Received	Investigation	Intervention	Substantiated
7760	Access to Rights System	9	1	8	1
7545	Retaliation/Harassment	1	1	0	0
7060	Notice/Explanation of Rights	2	1	1	0
7780	Complaint Investigation Process	0	0	0	0
7840	Appeal Process	0	0	0	0
7880	Mediation	1	0	1	0
7520	Failure to Report	0	0	0	0
0772	Other (Describe)	1	0	1	0

4. Admission/Discharge/Second Opinion

Code	Category	Received	Investigation	Intervention	Substantiated
7050	Second Opinion - Denial of Services	9	1	8	0
4090	Second Opinion - Denial of Hospitalization	8	2	6	0
4980	Objection to Hospitalization (minor)	14	1	13	0
4190	Termination of Voluntary Hospitalization (adult)	38	3	35	1
4630	Independent Clinical Examination	1	1	0	0
4510	Court Hearing/Process	91	4	87	1
0400	Other: (Describe)	77	7	70	4

5. Civil Rights

Code	Category	Received	Investigation	Intervention	Substantiated
7040	Dignity & Respect	377	65	312	45
7041	Discrimination	10	2	8	0
7042	Accommodation	2	0	2	1
7043	Privacy/Search	15	2	13	2
7044	Religious Practice	6	0	6	0
7045	Voting	3	2	1	1
7046	Sexual Expression	2	0	2	0
7047	Presumption of Competency	0	0	0	0
7048	Marriage/Divorce	0	0	0	0
0704	Other (Describe)	8	0	8	0

6. Family Rights

Code	Category	Received	Investigation	Intervention	Substantiated
7111	Dignity & Respect	38	12	26	9
7112	Receipt of General Education Information	0	0	0	0
7113	Opportunity to provide information	7	2	5	1

7. Communication & Visits

Code	Category	Received	Investigation	Intervention	Substantiated
7261	Visitation	19	3	16	1
7262	Contact with Attorneys or others regarding legal matters	9	0	9	2
7263	Access to telephone	59	2	57	4
7264	Funds for postage, stationery, telephone usage	2	0	2	0
7265	Written and posted limitations, if established	1	0	1	0
7266	Uncensored Mail	4	0	4	1
7267	Access to entertainment materials, information, news	8	0	8	1
0726	Other: (Describe)	4	1	3	1

8. Confidentiality/Privileged Communications/Disclosure

Code	Category	Received	Investigation	Intervention	Substantiated
7481	Access to Records	22	6	16	5
7482	Copies of Records	2	1	1	1
7483	Identification	13	3	10	3
7484	Authorization to Release	11	3	8	5
7485	Withholding of Information	2	2	0	1
7486	Correction of Record	7	0	7	0
7487	Access by P & A to records	0	0	0	0
7501	Privileged Communication	15	2	13	3
0748	Other: (Describe)	11	5	6	4

9. Treatment Environment

Code	Category	Received	Investigation	Intervention	Substantiated
7081	Safety	123	27	96	43
7082	Sanitary	68	10	58	19
7083	Humane	30	2	28	6
7084	Accessible	2	1	1	0
7085	Nutrition	54	1	53	11
7086	Least Restrictive Setting	7	1	6	2
0708	Other: (Describe)	33	3	30	7

10. Freedom of Movement

Code	Category	Received	Investigation	Intervention	Substantiated
7400	Restraint	13	6	7	7
7420	Seclusion	11	5	6	4
7441	Building and grounds Access	19	5	14	1
7442	Limitations	24	2	22	0
0744	Other: (Describe)	5	2	3	1

11. Financial Rights

Code	Category	Received	Investigation	Intervention	Substantiated
7301	Safeguarding Money	2	1	1	0
7302	Facility Account	1	0	1	0
7303	Easy Access to Money in Account	0	0	0	0
7304	Ability to Spend or Use as Desired	2	0	2	1
7305	Delivery of Money upon Release	0	0	0	0
7360	Labor & Compensation	0	0	0	0
0730	Other: (Describe)	4	0	4	0

12. Personal Property

Code	Category	Received	Investigation	Intervention	Substantiated
7281	Possession and Use	41	4	37	5
7282	Storage Space	0	0	0	0
7283	Inspection at Reasonable Times	1	0	1	0
7284	Search/Seizure	5	3	2	2
7285	Exclusions	2	0	2	1
7286	Limitations	2	0	2	0
7287	Receipts to Recipient and to Designated Individual	1	0	1	0
7288	Waiver	1	0	1	0
7289	Protection	139	15	124	57
0728	Other: (Describe)	9	4	5	4

13. Suitable Services

Code	Category	Received	Investigation	Intervention	Substantiated
7080	Treatment suited to condition	280	46	234	18
7049	Treatment by spiritual means	3	0	3	1
7100	Physical and mental exams	26	5	21	0
7130	Choice of physician/mental health professional	55	2	53	3
7140	Notice of clinical status/progress	7	0	7	1
7150	Services of mental health professional	38	1	37	4
7003	Informed Consent	9	5	4	3
7170	Electro Convulsive Therapy (ECT)	1	0	1	0
7160	Surgery	0	0	0	0
7158	Medication	167	21	146	11
7190	Notice of medication side effects	15	2	13	1
7180	Psychotropic Drugs	11	3	8	1
7029	Information on Family Planning	0	0	0	0
0700	Other: (Describe)	18	5	13	6

14. Treatment Planning

Code	Category	Received	Investigation	Intervention	Substantiated
7121	Person-Centered Process	27	4	23	2
7122	Timely development	3	1	2	1
7123	Requests for Review	4	0	4	0
7124	Participation by Individual(s) of choice	6	0	6	0
7125	Assessment of Needs	12	0	12	0
0712	Other: (Describe)	7	3	4	1

15. Photographs, Fingerprints, Audiotapes, One-way Glass

Code	Category	Received	Investigation	Intervention	Substantiated
7241	Prior Consent	2	0	2	0
7242	Identification	0	0	0	0
7243	Objection	1	0	1	0
7244	Release to others/return	0	0	0	0
7245	Storage/Destruction	0	0	0	0
7246	Treatment	0	0	0	0

16. Forensic Issues

Code	Category	Received	Investigation	Intervention	Substantiated
2020	Incompetent to Stand Trial (I.S.T.)	0	0	0	0
2050	Not Guilty by Reason of Insanity (N.G.R.I.)	0	0	0	0

subtotal 2382 507 1875 365

17. No Right Involved

Code	Category	Received
0000	No Right Involved	718

18. Outside Provider Jurisdiction

Code	Category	Received
0001	Outside Provider Jurisdiction	191

3291